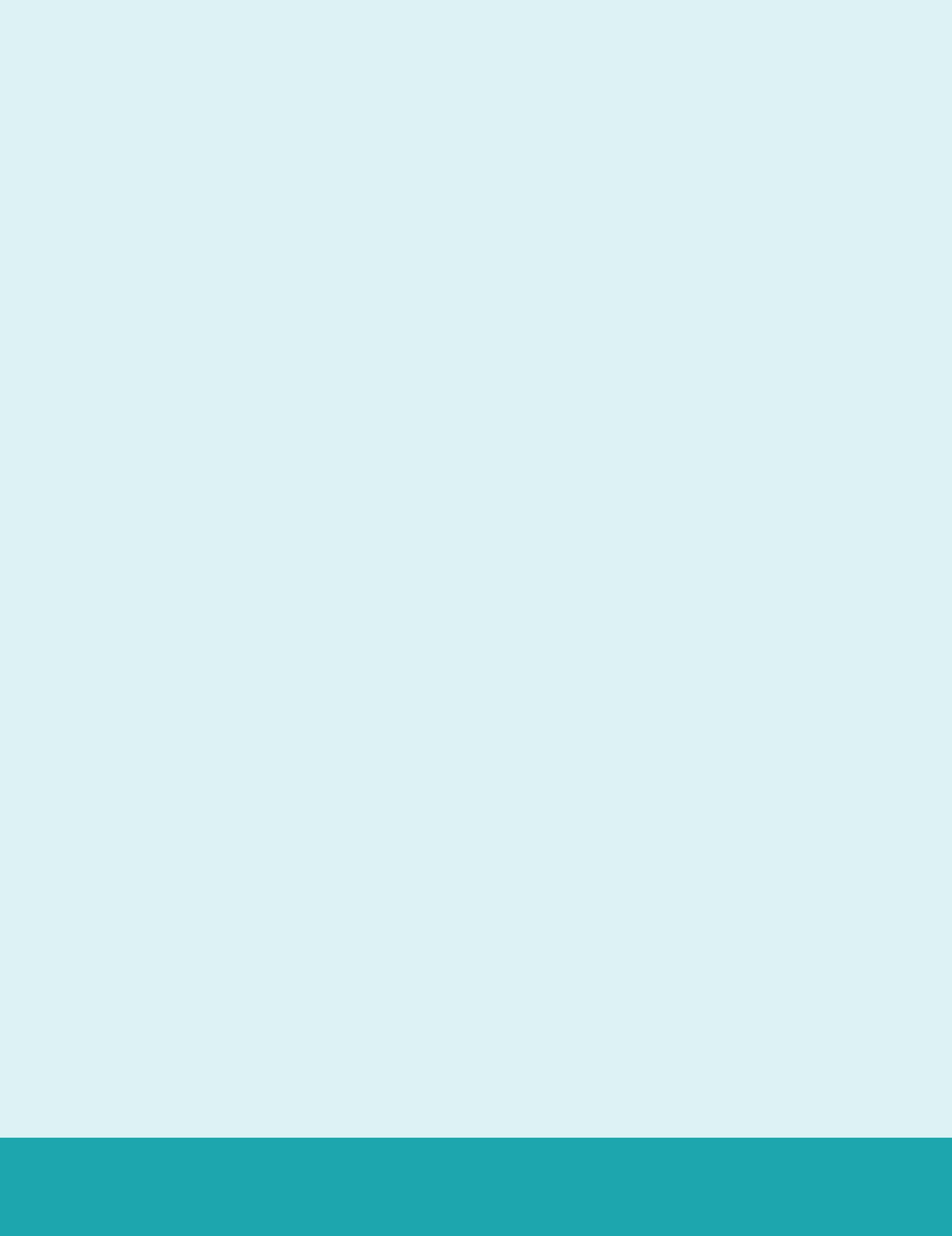




TRACERS WITH AMP™

- ▶ Tracers with AMP™ Health System Reporting
- ▶ Tracers with AMP™ Mock Survey — NEW add-on feature
- ▶ Tracers with AMP™ plus CMS — NEW add-on feature



Manage risk and assess survey readiness across your organization with Tracers with AMP™

Every day, accreditation leaders like you are left vulnerable and forced into a reactive approach because of competing priorities, limited time and overextended staff. The statistics are not in your favor. Health systems lacking consistent protocols and standardized processes have a safety performance rate that is roughly 11-14% lower than the top 15 systems.*

A problem can come at anytime from anywhere throughout your organization. Ideally, you need to assess your survey readiness in real-time, identify where improvements are needed and put a plan in place to address the issues before a very costly crisis occurs.

How we can help

Tracers with AMP can give you the tools you need to efficiently manage risk and help your organization stay survey-ready. This web-based software solution anticipates, reduces and reports risk across your organization—putting you in control. You can analyze performance, compare sites and departments, and prioritize improvements with user-friendly dashboards and easy-to-build, automated reporting. It creates transparency for you and your leaders and supports your ability to take action.

Key features

If you're looking to redesign your standards compliance program, Tracers with AMP is the only solution that offers:

- ▶ A comprehensive sample library of tracer questions, which are linked to the Joint Commission Elements of Performance (EPs), created and regularly updated by our clinical advisors, who not only understand the software, but also have a deep understanding of the standards, tracer methodology and workflows that support it. The questions are designed to imitate survey questions and can be customized and disseminated from the system level to each site. This can save you and your frontline staff months of time and virtually eliminates duplication of effort.
- ▶ The ability to easily download and compare your staff's findings against actual Joint Commission survey results at both the site and system level. And it's user-friendly, accommodating all levels of technical abilities—from paper to tablet—and offering reports in Excel, PDF and Word.
- ▶ The option to complete and automatically submit your FSA during intracycle monitoring. Observational data including details on the findings, a plan of action, and surveyor notes, that were entered through the tool can be used to complete the self-assessment.

Tracers with AMP is available for the following health care settings:

- ▶ Hospital
- ▶ Critical Access Hospital
- ▶ Ambulatory
- ▶ Behavioral Health
- ▶ Home Care
- ▶ Laboratory
- ▶ Nursing Care Center
- ▶ Office-Based Surgery
- ▶ Disease-Specific Care

Training and Implementation

Joint Commission Resources experts not only understand the software but also have a deep understanding of standards and regulations, tracer methodology and the workflows that support it. We will provide you:

- ▶ Online training and resources to support frontline staff
- ▶ A library of approximately 20,000 regularly updated customizable, patient-focused tracer questions
- ▶ Best practices from other organizations
- ▶ An easy-to-use reporting system that accommodates all levels of technical abilities

* This data comes from Truven Health Analytics annual ranking of hospitals, which is based on 14 different separate scores of hospital performance.

Tracers with AMP is the only solution with:



Clinical Advisors

Deep understanding
of standards, tracers
and workflows

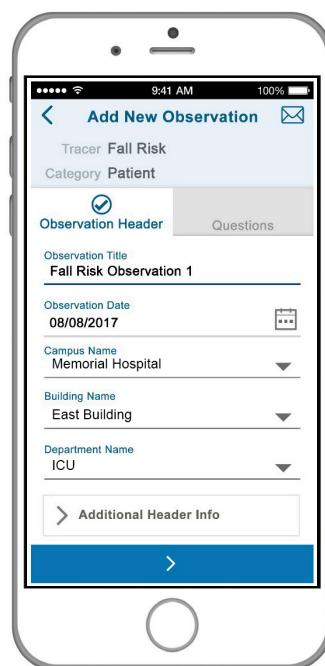
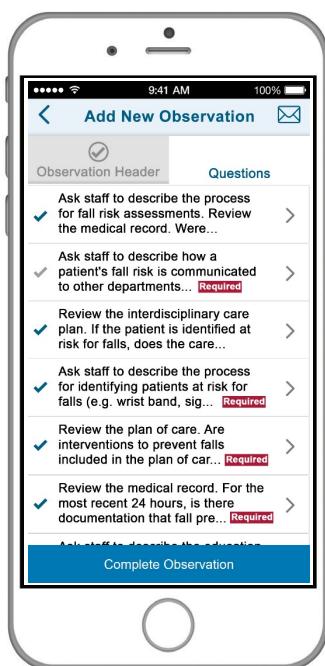
Sample Library

Comprehensive, regularly
updated patient-focused
tracer questions

Analysis Tool

Compare your findings
with Joint Commission
survey results

**Tracers with AMP's mobile application allows you to
optimize tracer usage throughout your organization.**



System level reporting

Health care systems like yours are facing many challenges, many of which involve managing risk and improving visibility across your system. Tracers with AMP™ health system reporting can help. Developed by clinical advisors at Joint Commission Resources, our enterprise platform anticipates, reduces and reports risk across a system and puts leaders in control.

How we can help

Tracers with AMP can help you:

- ▶ Analyze system performance
- ▶ Compare sites and departments
- ▶ Assess ongoing organization risk
- ▶ Prioritize system improvements
- ▶ Increase collaboration/teamwork
- ▶ Create transparency for you and your leadership
- ▶ Build automated reports

Key features

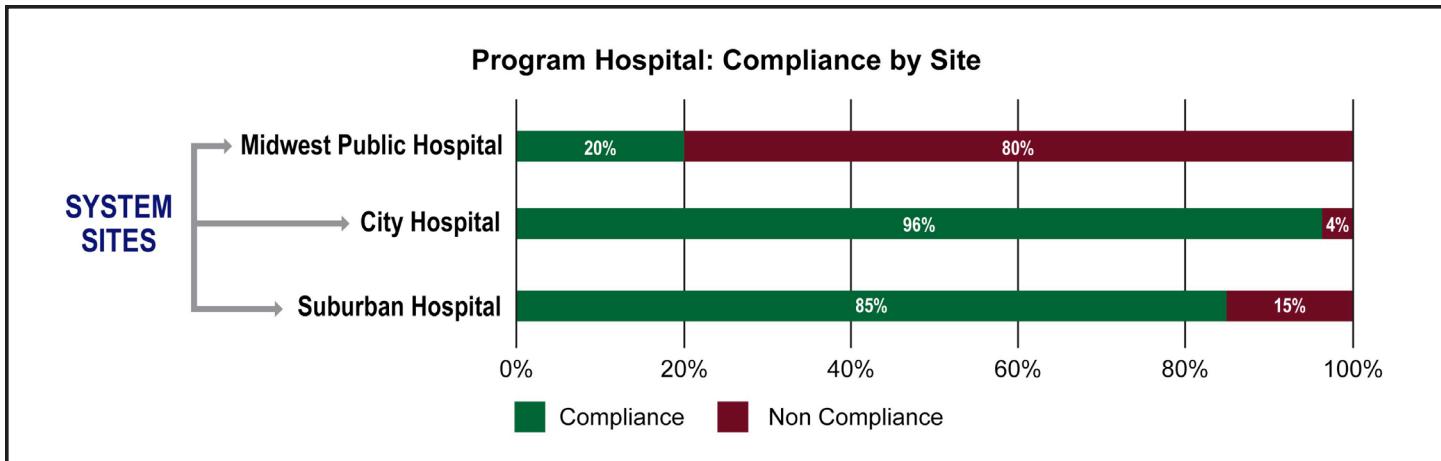
Our cost-effective tool provides you with visibility into the individual sites in your system to help you control risk. Other key features include:

- ▶ Connects events, compliance and staff to help you self-assess readiness and validate compliance with tracer data for each site
- ▶ Analyze performance across your system
- ▶ Compare sites and departments
- ▶ Prioritize improvements
- ▶ User-friendly dashboards and easy-to-build, automated reporting

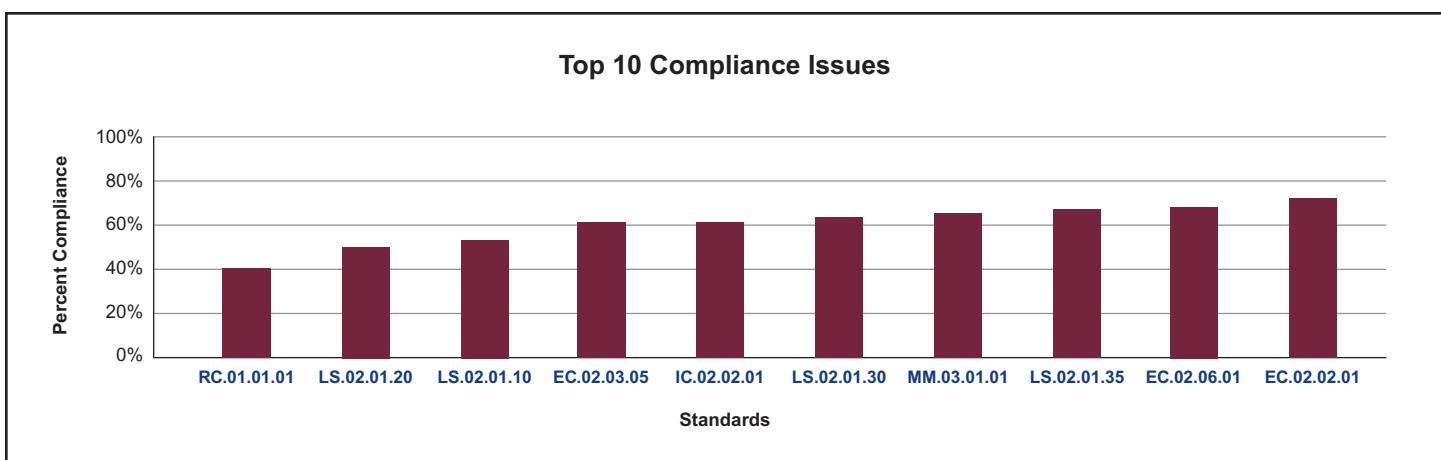
Tracers with AMP creates transparency for you and your leadership and supports your ability to take action before a costly crisis occurs.

As a health system, you will have access to a clinical advisor who will provide customized, hands-on guidance on how to design your tracer program and how to use the software.

Some of the robust capabilities of Tracers with AMP



Compare compliance across multiple sites



View the least compliant standards across your system

We've designed Tracers with AMP to meet the needs of health care settings across the continuum of care, including:

- ▶ Hospital
- ▶ Ambulatory
- ▶ Behavioral
- ▶ Home Care
- ▶ Laboratory
- ▶ Nursing Care Center
- ▶ Office-Based Surgery
- ▶ Disease-Specific Care

SAFER™ Matrix Report

		<i>Immediate Threat to Life</i> (a threat that represents immediate risk or may potentially have serious adverse effects on the health of the patient, resident, or individual served)		
Likelihood to Harm a Patient/Staff/Visitor	HIGH (harm could happen at any time)	EC.01.01.01 EP6	EC.02.01.01 EP1	EC.02.01.01 EP9
	MODERATE (harm could happen occasionally)	EC.01.01.01 EP5	EC.01.01.01 EP8	EC.02.01.01 EP8
	LOW (harm could happen, but would be rare)	EC.01.01.01 EP1 IC.02.02.01 EP4 NPSG.07.01.01 EP1	EC.01.01.01 EP3 EC.01.01.01 EP7 IC.02.02.01 EP2	EC.01.01.01 EP4 EC.02.01.01 EP5
	LIMITED (unique occurrence that is not representative of routine/regular practice)			PATTERN (multiple occurrences with potential to impact few/some patients, visitors, staff and/or settings)
				WIDESPREAD (multiple occurrences with potential to impact most/all patients, visitors, staff and/or settings)

Tracers with AMP™ Mock Survey Reporting NEW!

Mock surveys are a critical tool when it comes to the continuous improvement of patient safety and helping you prepare for a Joint Commission survey. Coordinating mock surveys throughout your health system and consolidating findings from all locations into meaningful reports can be challenging and often time consuming. It is important to be proactive and identify tools to make mock surveys a regular part of your health system's process improvement program.

How we can help

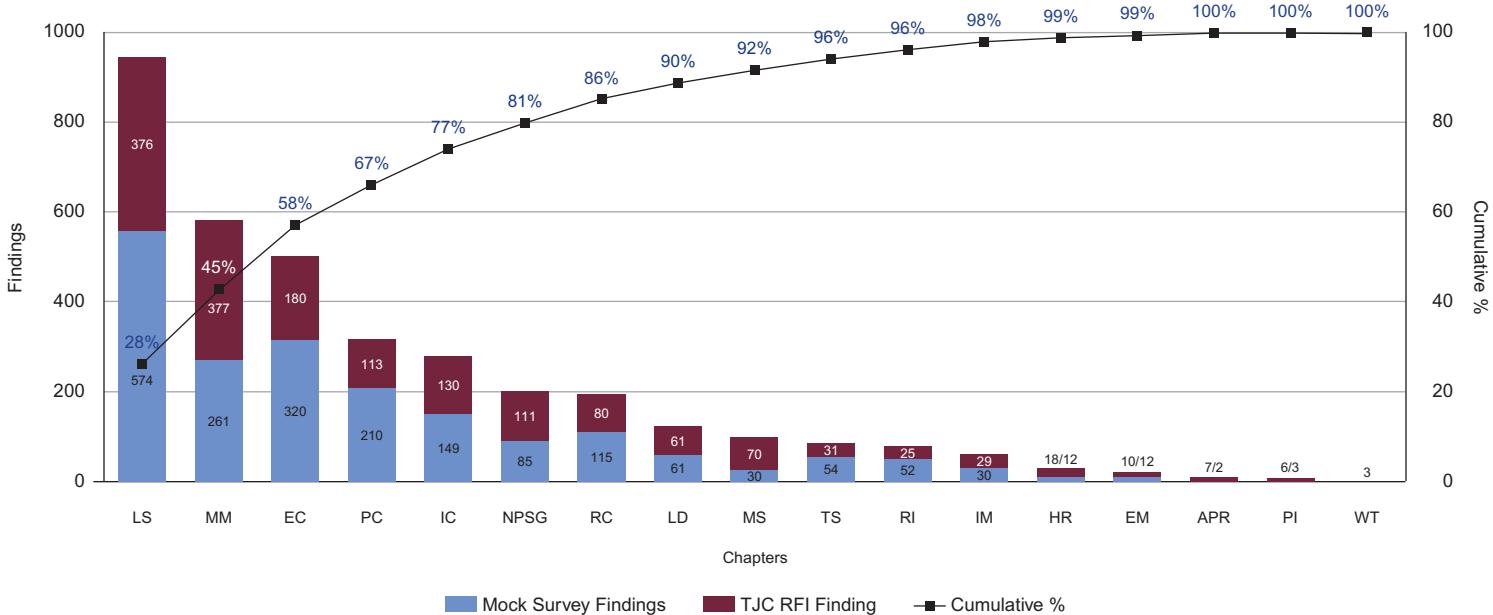
Tracers with AMP offers a new feature that helps your staff to conduct useful mock surveys throughout your system. For an additional fee, health systems can use Tracers with AMP to enter mock survey findings and create robust reports that allow your team to review mock survey results and help determine trends and the most pressing issues across your system. This feature offers various flexible workflow options where you can chose to enter mock survey findings, create final reports, trace and approve plans of action, and generate an executive summary.

Key features

Automating your mock survey process through Tracers with AMP will allow you to:

- ▶ Enter findings against the most up to date standards and regulations
- ▶ Generate reports in a SAFER™ Matrix format
- ▶ Compare findings to a hospital self-assessment and/ or Joint Commission Requirements for Improvement
- ▶ Track and approve Plans of Corrections to help ensure problems are corrected

Mock Survey Priority Findings Final Report



Tracers with AMP™ plus CMS

Manage both your Joint Commission accreditation and CMS compliance with one unique tool

You're challenged to ensure CMS compliance across your organization. It doesn't help that CMS requirements are complex and constantly evolving—making it hard to understand the intent of the regulations or what CMS surveyors will be looking for when it's time for your survey.

With Tracers with AMP plus CMS, you'll get access to all of the features of Tracers with AMP and you'll be able to continuously assess and help trend readiness with both Joint Commission EPs and CMS Conditions of Participation (CoPs).

For 60 calendar days after a Joint Commission survey, your organization is at risk for a full CMS validation survey. And, CMS is ramping up to conduct more surveys and complaint visits each year. Condition-level or Immediate Jeopardy findings could:

- ▶ Involve your entire staff focusing on the Plan of Correction
- ▶ Create a need for additional resources
- ▶ Result in bad publicity via media outlets
- ▶ Attract negative attention from senior leadership

How we can help

Tracers with AMP plus CMS is a web-based platform that stores your tracer data and allows you to trend your compliance with Joint Commission and CMS standards over time. You can:

- ▶ Access pre-populated CMS tracer templates that help identify critical CMS items
- ▶ Analyze your performance against CMS regulations
- ▶ Conduct compliance self-assessment, cross-referencing A-tags and C-tags

And, in the unfortunate event you ever receive a CMS violation, Tracers with AMP plus CMS can be used to help you manage your Plan of Corrections.

Tracers with AMP plus CMS is available for hospitals and critical access hospitals.

Key features

Adding the CMS module to Tracers with AMP provides you with these enhanced capabilities:

Function	AMP (site) *	Tracers with AMP *	Tracers with AMP plus CMS *
Compliance and Scoring			
SAFER™ Matrix support	X	X	X
Track EP findings and plans of action*	X	X	X
Track CMS findings and plans of correction			X
Download Joint Commission RFI (requirements for improvement)	X	X	X
Submit FSA (focused standards assessment) for Intracycle Monitoring	X	X	X
Manage follow-up tasks	X	X	X
Analytics and Dashboard			
Joint Commission compliance and SAFER™ Matrix reporting	X	X	X
Robust tracers reports		X	X
Robust CMS compliance reports**			X
Tracers			
Library of over 20,000 tracers questions linked to EPs***		X	X
Mobile device tracers data collection		X	X
Library of questions linked to CMS CoPs/A-Tags			X
Customize library questions		X	X

* Covers Accreditation, Certification with real time standards update

** Includes CMS plan of correction report

*** Unlimited users

CMS Tracer Observation Form

Set Numerators & Denominators for all questions										<input type="checkbox"/>	<input checked="" type="checkbox"/> Set All	<input type="checkbox"/> Set all questions to Not Applicable
Q#	Question Text	One-Click Compliance	Num	Den	%	N/A	Follow-up Required	Notes & Documents	Tag CoP	Cross Walk to EP(s)		
1	IF DISTANT HOSPITAL AGREEMENT: If the governing body has NOT exercised the option to have the medical staff rely upon the credentialing and privileging decisions of the distant-site hospital, is the hospital performing full credentialing and privileging of these individuals providing telemedicine services to your patients?			<input type="text"/> 3	<input type="text"/> 5	60.0%	<input type="checkbox"/>	<input type="checkbox"/> Add Task	<input type="checkbox"/>	A-0342 §482.22(a) (3)	TJC	
2	IF DISTANT HOSPITAL AGREEMENT: Is there a list provided by the distant-site hospital of the telemedicine physicians and practitioners, including their current privileges and pertinent licensure information?			<input type="text"/> 5	<input type="text"/> 5	100.0%	<input type="checkbox"/>	<input type="checkbox"/> Add Task	<input type="checkbox"/>	A-0342 §482.22(a) (3)	TJC	
3	IF DISTANT HOSPITAL AGREEMENT: Is there evidence that the hospital reviews the services provided by the telemedicine physicians and practitioners, including any adverse events and complaints, and provides feedback to the distant-site hospital?			<input type="text"/> 4	<input type="text"/> 5	80.0%	<input type="checkbox"/>	<input type="checkbox"/> Add Task	<input type="checkbox"/>	A-0342 §482.22(a) (3)	TJC	
4	IF DISTANT HOSPITAL AGREEMENT: Is there a written agreement(s) with the distant-site telemedicine entity(ies)?			<input type="text"/> 5	<input type="text"/> 5	100.0%	<input type="checkbox"/>	<input type="checkbox"/> Add Task	<input type="checkbox"/>	A-0343 §482.22(a) (4)	TJC	
5	IF DISTANT HOSPITAL AGREEMENT: Does the agreement address the required elements concerning the distant-site's utilization of a medical staff credentialing and privileging process that meets the requirements of the hospital CoPs, appropriate licensures, current list of physicians/practitioners specifying their privileges and written reviews by the hospital to the distant-site hospital on these individuals' performance in your hospital?			<input type="text"/> 5	<input type="text"/> 5	100.0%	<input type="checkbox"/>	<input type="checkbox"/> Add Task	<input type="checkbox"/>	A-0343 §482.22(a) (4)	TJC	

CMS Scoring

Compliance
Reports
System Administration
JCR Demo Site A (jcrz.com)
Hospital

<p>§482.53: Nuclear Medicine Services</p> <p>§482.54: Outpatient Services</p> <p>§482.55: Emergency Services</p> <p>§482.56: Rehabilitation Services</p> <p>§482.57: Respiratory Care Services</p> <p>§482.60: Special provisions applying to psychiatric hospitals.</p> <p>§482.61: Special medical record requirements for psychiatric hospitals.</p> <p>§482.62: Special staff requirements for psychiatric hospitals.</p>	<div style="display: flex; justify-content: space-between;"> care. Interpretive Guidelines Survey Procedures RI.01.02.01 EP1... </div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>§482.13(b)(2) - The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Read Less Interpretive Guidelines Survey Procedures RI.01.01.03 EP3...</p> <p>A-0131</p> <p>care. Interpretive Guidelines Survey Procedures RI.01.02.01 EP1...</p> <p>§482.13(b)(2) - The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Read Less Interpretive Guidelines Survey Procedures RI.01.01.03 EP3...</p> <p>07/19/2017</p> <p>● ● ●</p> <p>Compliance:</p> <p>○ Not Reviewed ● Standard Level Deficiency i ● Condition Level Deficiency i ● Immediate Jeopardy i</p> <p>● Compliant ○ Low ● Moderate ○ High ○ Low ● Moderate ○ High</p> <p>NA Not Applicable ○ Limited ○ Pattern ○ Widespread ○ Limited ○ Pattern ○ Widespread</p> <p>Organization CMS Findings</p> <p>Format B I U E T H S</p> <p>A family member signed the "Consent for Treatment" for a patient who was competent and able to provide consent and sign the form.</p> </div>
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**Visit www.jcrinc.com/tracers-with-amp
or call us at 877-223-6866
for more information.**

