

QA



# Continuous Service Readiness® (CSR®) Program Provides Support for Continuous Compliance

*Ongoing and robust use of  
systemwide CSR® program  
helps drive safe delivery of care*

We spoke with a Tennessee-based health system's Corporate Director of Quality and Performance Improvement and Vice President of Performance Improvement & Quality. They oversee the implementation of a systemwide Continuous Service Readiness® (CSR®) program with Joint Commission Resources (JCR) that has been in place for eight years.

*"Our mission is to deliver the best possible care for our patients," says the Vice President of Performance Improvement and Quality. "So, we participate in the JCR CSR program for all of our facilities. It has been very helpful and we truly enjoy it."*

## **Tell us about your experience working with the JCR CSR program.**

We use our Joint Commission Resources consulting hours throughout the year to help identify opportunities and educate our team members on new upcoming standards or standards that may put us high on the matrix. In addition, we purchase additional infection prevention and behavioral health consultant time since these are very high risk areas. This allows us to cast the net far and wide to assess, capture, and address any potential opportunities prior to our survey.

Our CSR consultants plan with us in advance. We can discuss how to address a particular challenge that we want to target, and we also can plan tracer activities where a patient is selected and followed from their entry point to their present condition, assessing the care that's being delivered in the nursing units or critical care areas.

*“Another thing that we really appreciate is that if we have a question, we can send an email asking for feedback and they are very quick to respond.”*

### **Q. What else have you experienced?**

We can reach out and ask about leading practices our consultants observed at other facilities. They've put us in touch with counterparts at other organizations we can talk with. That has been extremely beneficial.

Another thing that we really appreciate is that if anyone in the organization has a question, we can send an email asking for feedback and our consultants are very quick to respond.

From a leadership standpoint we have our hands in so many different aspects of the health care delivery process that it's great for us to be able to reach out and ask questions. If we recognize specific opportunities in our system, whether it's an OR or a nursing unit, ICU or SPD, we have a contact who will make time to come to that particular facility and take a look and give us recommendations for improving a particular area of care delivery.

Also, when COVID was at its worst across the country, we faced really serious challenges here. And even with those challenges, it did not prevent us from receiving great guidance. The support our consultant provided virtually to our staff, our quality and behavioral health leaders, was just as good as if she had been here in person.

Her flexibility was outstanding. I personally appreciated her time and efforts because it was almost as if we were her only facility. The personal attention really made a difference. Plus, she continues to send us helpful information and updates.

Consistency is the key to everything, and the consultants are very good with being consistent. This really develops a great rapport and builds trust. It helps us make our case when we can say, “Our consultant recommends...” That consistency helps with the entire process.



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### **Q. Can you talk about examples of how the CSR consultants have helped with a specific initiative?**

We completed a mock survey around suicide prevention and patient safety revealing areas of opportunities that had to be changed quickly. We pulled in our behavioral health consultant, who brought to the table countless years of experience and expertise in the behavioral health realm which was extremely helpful. We called, emailed, and virtually met with our consultant often during this time and she was faced with countless questions and reviews on policy, practices, etc. She was always very professional, yet personable, flexible, and always willing to help. She was a huge asset for our team!

We explored another educational opportunity focusing on the surgical service line across the system, sterile technique and high level disinfection. We reached out to our infection prevention consultant and she was happy to help with this educational offering. This was very well done and our team members really appreciated having this opportunity to gain additional insight into their process.

### **Q. How do the CSR consultants interact with you and other staff?**

A medication management CSR consultant was also requested to assist with educating pharmacy, nursing staff, CNOs and CMOs regarding USP 797 & 800 regulations. There were many questions about testing and other areas of the pharmacy that would be impacted by new regulations. After the presentation, the consultant went to the pharmacy in the facility and provided feedback regarding the regulations, instructions, testing requirements, etc. We also traveled to an off-site satellite program and the consultant provided feedback, instructions and answered questions from staff.

We've also used CSR consultants for medication management and infection prevention, and they were so good about spending time one-on-one with staff. When the consultants are here onsite, they are very personable and professional, especially with the frontline staff.

It's so important that the person delivering information does so at the right level, and the consultants really respect the frontline team members and it shows. And, on the flipside of that, they are just as good at communicating with the CEO, the CNO and CMO and talking with them about the importance of compliance and what we need to do to achieve it.

### **Q. What advice would you give organizations considering a CSR subscription?**

I would tell them that it's money well spent. You know, we have so many challenges that we face every day in the delivery of health care and having access to that expertise is a great help. I don't know how we would function as a system of multiple hospitals without the JCR CSR program.

**To learn more about the JCR CSR program, visit [jcrinc.com](http://jcrinc.com) or [click here](#).**