

CJCP® Spotlight

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Q. What are the benefits of being a CJCP?

- A. CJCP certification enables me to perform surveillance rounds and execute quality improvement/patient safety initiatives with increased efficiency and confidence. It's important to continually update one's knowledge and skills while building professional credibility. Most successful people will agree that a continuous thirst for knowledge is a key element in developing a competitive advantage and keeping pace with change. While CJCP certification is an investment of time and resources, it provides recognition for specialized knowledge, which is a significant benefit in setting a healthcare professional apart from others.

Q. Can you share how you prepared for the CJCP Certification exam?

- A. Successfully passing on the first try requires a commitment to a comprehensive study regime. A major portion of the exam focuses on recall data sprinkled with scenarios that require critical thinking in interpreting standards. I spent 3 months learning hundreds of standards, noting nuances between hospitals and an ambulatory surgery center. Given the overwhelming amount of detail and number of standards, I recommend:
- Taking the prep exams
 - Making notes
 - Attending the CJCP Essentials Prep
 - Reviewing one year of The Source and The Joint Commission Perspectives
 - Independent additional reading about topics such as life safety

I studied two hours every day without exception and to synthesize the standards, I created a binder separated by tabs for each category. It was a streamlined version of the original very lengthy CAMH standards that allowed for quick and easy reference, review and reinforcement. I took the sample exams three times, reviewing the rationale for each question until I fully understood them. I supplemented Joint Commission materials by researching information pertaining to life safety, an area that addresses engineering controls and construction principles that not many health professionals are intimately familiar with. To put it all in perspective, I researched the history of the Joint Commission.

Q. How have the changes that The Joint Commission implemented with Project REFRESH impacted your role?

- A.** REFRESH has brought greater transparency and simplification to the accreditation process and in so doing it has helped me to know exactly where my hospital's efforts need to be focused. The Survey Analysis for Evaluation Risk, or SAFER™ Matrix, is a marvelous transformational tool for identifying and communicating the level of risk of deficiencies found in surveys. It surpasses the old scoring methodology that depended on pre-determinations of risk. By contrast, the SAFER™ Matrix represents real-time, on-site evaluation in which deficiencies are evaluated for their likelihood to cause harm through very effective color coded boxes, which all levels of personnel can readily understand.

Another improvement are the user-friendly accreditation reports that act as the “road map” following survey. There are hyperlinks to sections, tabs highlighting findings and required action, and an option to download into Excel for sorting and filtering. These new features help enable managers to achieve and maintain accreditation.

Q. Any words of wisdom you wish to share regarding your facility's last Joint Commission survey?

- A.** It's important to see the big picture in healthcare and act accordingly. Hospitals have been moving towards a consumer-driven, service industry model in which quality has evolved to monetize value over volume. In turn, hospitals must adapt to a dynamic ever-changing regulatory environment. Quality and safety are the drivers of clinical excellence across healthcare service lines, influencing protocols and yielding improved outcomes. In this regard, hospitals need to properly assess their risk throughout their facility, including patient population, services, processes, equipment, and procedures to identify what their vulnerabilities and blind spots are. Then, and only then, can an organization integrate quality data with actionable plans that transform the patient experience to achieve zero harm, increased patient satisfaction, and consistent high quality care. On a final note, not enough can be said about the value of ongoing surveillance and follow-up activities geared towards continual survey readiness.

Q. When new accreditation leaders get frustrated or overwhelmed, what words of advice do you give them?

- A.** New leaders, you are not alone! There is an abundance of resources for guidance and don't hesitate to reach out for help and ask questions from experts. It is better to feel inadequate for the moment not knowing something than to be stupid for a lifetime. Recognize that hospitals are complex adaptive systems with many interdependent moving parts, so it often takes the effort of many individuals working as a team to achieve desired results. Whatever the issues are, it is a learning experience and an avenue leading to new strategies and solutions with the benefit of growth. And over time, the job becomes less overwhelming and manageable as you become an expert!

For more information on CJCP Certification, please visit www.jcrinc.com/cjcp-certification/.