Collaborative Nurses Leading the Way to Quality & Safety Improvement Utilizing a Home-grown Mock Survey - "Continuous Readiness Rounds" (CRR)

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Background/Significance

- The Joint Commission (TJC) accreditation survey is an objective evaluation process of organizational compliance to performance standards designed to inspire and improve quality and safety for those they serve (TJC, 2023).
- With notion of raising the bar for high quality and patient safety, West Kendall Baptist Hospital (WKBH) aimed to have a successful TJC survey by utilizing a nurse led home-grown mock survey process called Continuous Readiness Rounds (CRR) over a 3-year period which resulted in fewer findings and better survey outcomes.

Project Goal/Objectives

- Project goal was to conduct a home-grown mock survey process called “CRR” as a preparatory strategy over the 3-year pre-survey period to earn a successful accreditation survey which equates to highly safe, quality care.
- Goal to monitor survey results and follow through to achieve goal of at least 90% compliance; as displayed with a better SAFER matrix than the previous survey, while at the same time improving specific empirical outcomes: Length of stay (LOS) & Mortality; and process outcomes such as: pain reassessment & plan of care.

Results/Outcomes

WKBH Patient Volume
Inpatient + Outpatient (including OCEDs)
FY2019 - to FY23 date

CRR Rounds Observed: 13
TJC Survey Observed: 14
Observations: 242
0% to 1% (SAFER)
1% to 3% (SAFER)
3% to 5% (SAFER)
5% to 10% (SAFER)
10% to 15% (SAFER)
15% to 20% (SAFER)
20% to 25% (SAFER)
25% to 30% (SAFER)
30% to 35% (SAFER)
35% to 40% (SAFER)
40% to 45% (SAFER)
45% to 50% (SAFER)
50% to 55% (SAFER)
55% to 60% (SAFER)
60% to 65% (SAFER)
65% to 70% (SAFER)
70% to 75% (SAFER)
75% to 80% (SAFER)
80% to 85% (SAFER)
85% to 90% (SAFER)
90% to 95% (SAFER)
95% to 100% (SAFER)

WKBH Mortality Inpatient O/E & Length of Stay Adult Inpatient Geometric O/E ALL Payers vs Inpatient Volume

Leadership follow up with their respective teams is a key component to success of project.

Implications/Conclusion

- CRR: Proactive collaboration assessing survey readiness to uncover potential risks with leadership accountability; instilling a culture of safety and quality care delivery.
- Organizations upholding an ever-readiness mock survey, empower staff, encourage accountability and spotlight leadership support.

References