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

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West Kendall Baptist Hospital



## 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.

## Methods

Interdisciplinary collaboration (Performance Improvement, Risk Management, Patient Safety, Infection Control and Environment of Care/Life safety) initiated CRR.

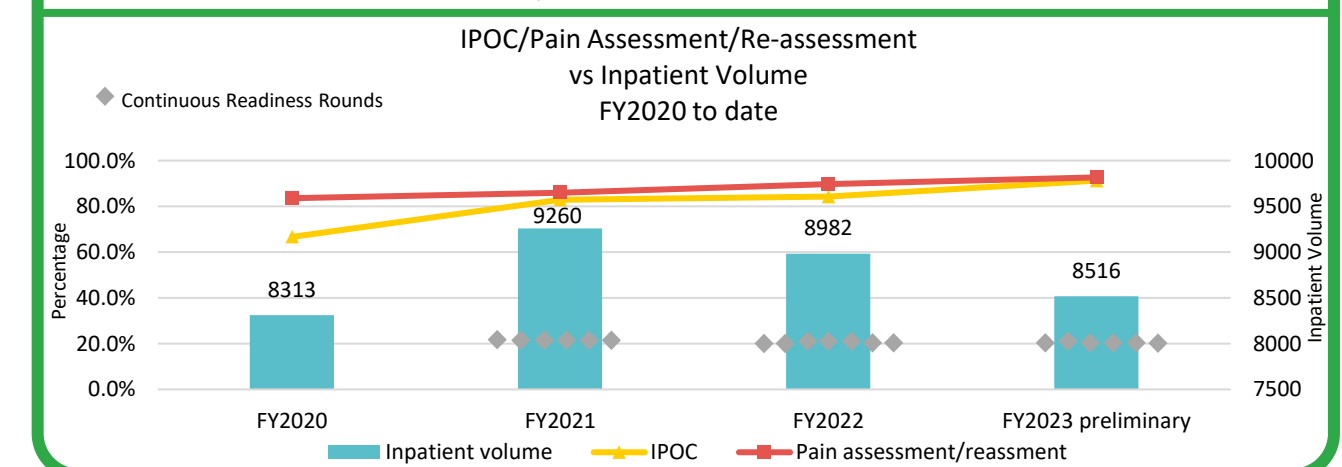
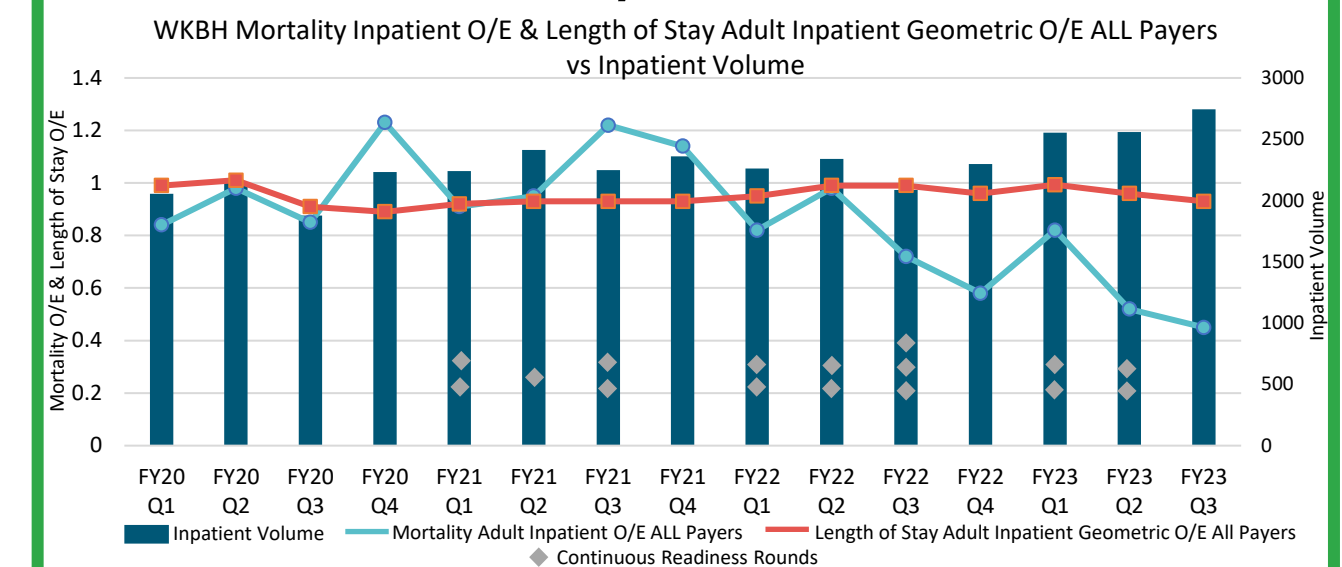
Checklist utilized for compliance reflected TJC, CMS, NFPA & OSHA accreditation standards.

A mock survey schedule is sent ahead of time to different departments – once a year for nonclinical departments and twice a year for clinical departments.

Scorecard utilized to monitor compliance is shared with unit leadership.

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

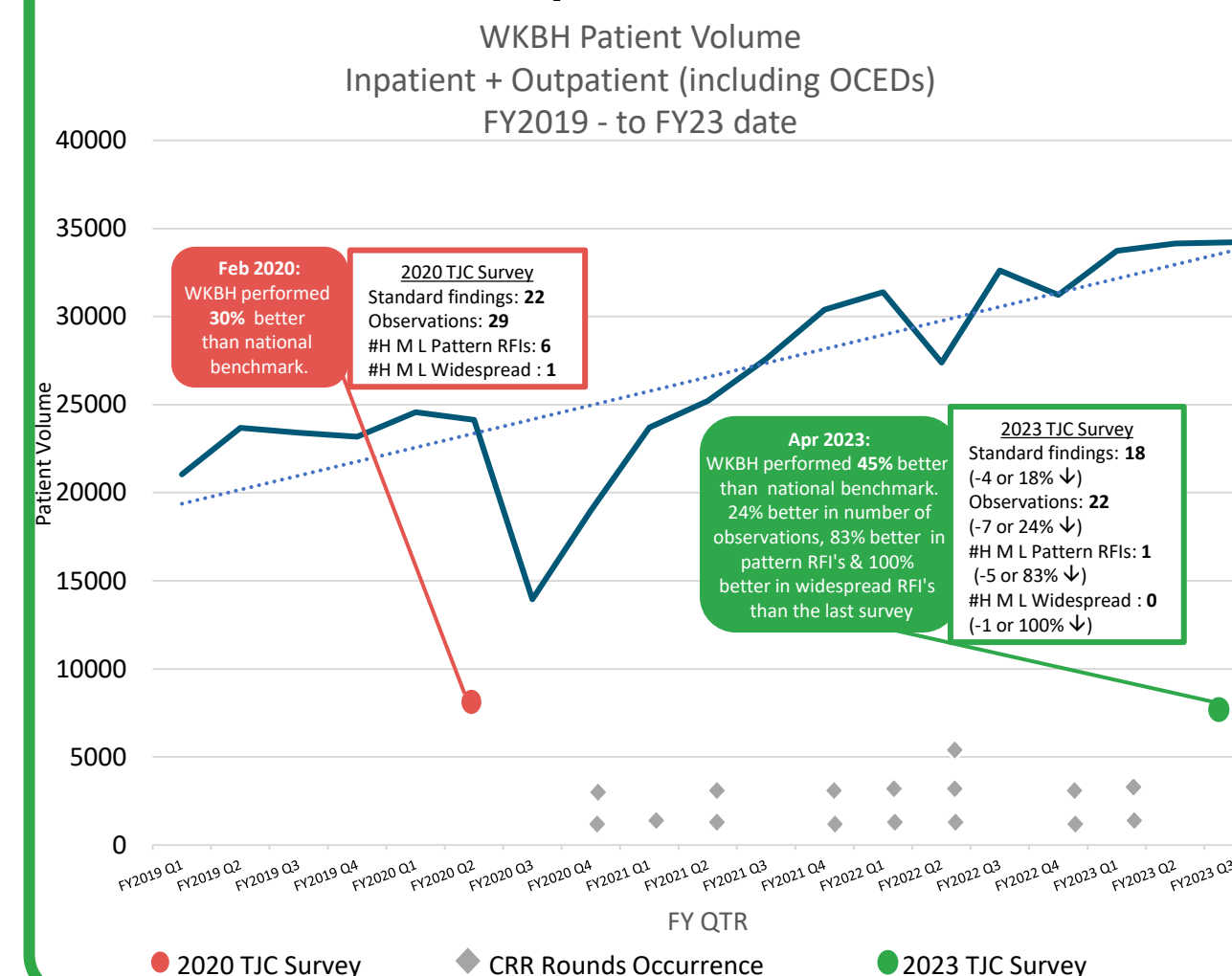
## Results/Outcomes



## 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



## 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

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