

***PREPARATION OF A DENTAL FACILITY
FOR A JCAHO ACCREDITATION
SITE VISIT
(HIGH SPEED VERSION)
NATIONAL ORAL HEALTH CONFERENCE
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DENTAL JCAHO

BASICS-

- Joint Commission on Accreditation of Healthcare Organizations(“Joint Commission”)
- External accreditation of your facility
- One of a few choices
- External accreditation likely to become mandatory

DENTAL JCAHO

JCAHO INTRODUCTION

- NO SPECIFIC DENTAL GUIDELINES
- **BUT** EMPHASIS IS INCREASING
- MANY UNKNOWNNS
- A COORDINATED EFFORT OF YOUR FACILITY AND YOUR DEPARTMENT

DENTAL JCAHO

MAJOR AREAS (LIKELY)-----

- INFECTION CONTROL
- ENVIRONMENT OF CARE
- SAFETY AND NPSG'S
- RADIATION
- PATIENT TRACER
- TQM
- STAFF INTERVIEWS

DENTAL JCAHO

- EFFECT OF REVIEWER BACKGROUND
- EFFECT OF INITIAL WALK-THROUGH
- AREA OF FOCUS OR HARDLY THERE?
- KNOW YOUR FIELD- THEY CAN BE WRONG!!!!!!!!!!!!

DENTAL JCAHO

INFECTION CONTROL

- ***INFECTION CONTROL PROGRAM***
- NOT STRICTLY DENTAL, BUT.....
- PRIORITIZED BASED ON CENTER, COMMUNITY, PATIENTS
- PRIORITIES REVIEWED ANNUALLY
- MORE THAN A BOOK OF POLICIES
- SURVEILLANCE-LOOKING FOR ISSUES?

DENTAL JCAHO

INFECTION CONTROL MANUAL

- A PART OF THE PROGRAM
- INFECTION CONTROL MANUAL WITH DENTAL SECTION
- DENTAL MANUAL WITH IC SECTION
- AGREEMENT OF MANUALS/
KNOWLEDGE OF PERSONNEL/
ACTUAL PROCEDURES

DENTAL JCAHO

EXAMPLE OF AGREEMENT:

- **RISK ANALYSIS- NEED TO PROTECT EMPLOYEES FROM BLOODBORNE PATHOGENS**
- **GOAL, OBJECTIVE-NEED FOR EYE PROTECTION, COMPLIANCE WITH OSHA, JCAHO, NYSDOH**
- **POLICY AND PROCEDURE IN MANUAL(S)-IC, MEDICAL, DENTAL, LAB, NURSING.....**
- **EYESHIELDS PURCHASED AND AVAILABLE**
- **EYESHIELDS ACTUALLY WORN**
- **STAFF KNOW WHEN AND HOW TO USE AND DISINFECT EYESHIELDS**

DENTAL JCAHO

SPORE TESTING:

- WEEKLY
- RESULTS AVAILABLE
- FOLLOW UP OF POSITIVES
- WRITTEN POLICY OF FOLLOW-UP
????????????????
- TRY A FAKE POSITIVE ??????????????????
- TRACKING SYSTEM (NOTEBOOK)-
MISSING REPORTS ????????

DENTAL JCAHO

PROCESS INDICATORS-

- ARROWS, BOXES AND CIRCLES
- NECESSARY BUT NOT SUFFICIENT-
NEED SPORE TESTING
- WILL PREVENT USING
UNPROCESSED INSTRUMENTS
- SOME PRACTICES USE PROCESS
INDICATOR ***INSIDE BAG*** ALSO

DENTAL JCAHO

ROOM EQUIPMENT:

PPE: GLOVES, FACESHIELDS, MASKS

- AVAILABLE?
- IN POLICY?
- ACTIVELY WORN?
- CONSISTENCY OF POLICY/REALITY

DENTAL JCAHO

SHARPS CONTAINERS

- SHARPS- WHO? HOW?
- SCALPELS/ SYRINGE NEEDLES/ SUTURE NEEDLES
- CONSISTENCY OF POLICY/REALITY
- SCALPEL BLADE REMOVAL
- NO STORAGE ON SHARPS CONTAINER
- MOUNTED- NO FREE SHARPS TOY BOXES
- KEEP BOXES LOCKED

DENTAL JCAHO

INFECTION CONTROL- INSTRUMENTS

- NO DRYING OF MATERIAL
- MINIMAL HANDLING-ULTRASONIC?
- PPE-NITRIL GLOVES/FACESHIELDS
- SOAKING LIQUID - MANY CHOICES-
DETERGENT, ENZYMATIC, WATER
- AVOID HIGH LEVEL DISINFECTANT FOR
SOAK-CIDEX!!??%&&&

DENTAL JCAHO

INSTRUMENT STORAGE

- STORED INSTRUMENTS-DATED?
- 30 DAY? 90 DAY? EVENT RELATED STERILITY?
- EVENT-RELATED IS ACCEPTABLE
- MONITOR THE STORAGE DRAWER
- RESTERILIZE- WET, TORN, FALL ON FLOOR
- ***REMIND STAFF NOT TO PICK UP DROPPED INSTRUMENTS***

DENTAL JCAHO

- *INSTRUMENTS, CONT'D*
- *SEPARATION OF CLEAN AND DIRTY AREAS*
- *BEST-SEPARATE ROOMS*
- *NEXT BEST-SEPARATE AREAS (SPATIAL SEPARATION) IN SAME ROOM*
- *NEXT NEXT BEST-NEXT TO EACH OTHER BUT WITH DEFINED CLEAN AND DIRTY AREAS-BARRIERS?*

DENTAL JCAHO

INFECTION CONTROL- NEEDLESTICKS

- POLICY?
- STAFF AWARE OF POLICY?
- CDC OR NYSDOH OR OTHER?
- CAN WORKER BE ASSESSED QUICKLY?
- CAN WORKER BEGIN MEDICATION QUICKLY?
- FOLLOW UP-TRENDS? IMPROVEMENTS?

DENTAL JCAHO

TREATMENT VERSUS NON-TREATMENT ROOM (as per OSHA)

- POLICIES FOR EATING/DRINKING
- POLICIES FOR MAKE-UP/CONTACT LENSES
- POLICIES IN MANUAL?
- STAFF AWARE?
- IN ORIENTATION? IN REVIEW? IN REAL LIFE?

DENTAL JCAHO

INFECTION CONTROL- REFRIGERATORS

- 3 TYPES----FOOD VERSUS STORAGE
VERSUS LAB
- TEMPERATURE LOG FOR MEDICATIONS

INFECTION CONTROL-SINKS

- NO STORAGE UNDER SINKS-CHECK
OFTEN

DENTAL JCAHO

INFECTION CONTROL- HANDWASHING

- POLICY?
- IS STAFF AWARE OF POLICY?
- SOAP VERSUS ALCOHOL RUBS
- CHANGING GLOVES ALONE IS INSUFFICIENT
- IN ORIENTATION?
- IN REVIEW?
- JCAHO NPSG 2007 # 7a
- “Comply with current CDC hand hygiene guidelines”

DENTAL JCAHO

NATIONAL PATIENT SAFETY GOALS THAT AFFECT YOU-

1A- USING 2 PATIENT IDENTIFIERS

2B- LIST OF PROHIBITED ABBREVIATIONS

(3C- LOOK ALIKE/SOUND ALIKE DRUGS)

3D- LABEL ALL MEDICATIONS USED (TEMPORARY BOTTLES)

7A- HAND HYGIENE

8A KNOWING PATIENT'S CURRENT MEDS

DENTAL JCAHO

HEPATITIS B VACCINATIONS

- All “exposed” staff OR signed declination
- Need to work with HR
- I’ll bet some are missing!

DENTAL JCAHO

PPD/ TB TESTING

- BASED ON RISK
- OFTEN ANNUALLY
- WORK WITH HR
- I'LL BET YOU ARE MISSING SOME!

DENTAL JCAHO

- ***COMPETENCIES***
- EMPHASIS ON ASSISTANT COMPETENCIES
- DOCUMENTATION ON FILE?????
- INSTRUMENT PROCESSING/AUTOCLAVE USE/XRAYS
- SPECIFIC FILES ASKED FOR-AN ASST. WHO STERILIZES INSTRUMENTS???????
- GENERAL EMPLOYEE EVALUATION INSUFFICIENT

DENTAL JCAHO

COMPETENCIES (CONTINUED)

- INFECTION CONTROL OFFICER/CHAIR
- IS THAT YOU?
- BACKGROUND
- TRAINING
- DOCUMENTATION
- PROFESSIONAL ORGANIZATIONS

DENTAL JCAHO

- **IC COMMITTEE**
- EXISTS?
- MEETS?
- REGULAR RECORD OF MEETINGS (MINUTES)?
- INPUT/RECORDING/ACTIONS
- DENTAL REPRESENTATION?

DENTAL JCAHO

WASTE MATERIAL

- REGULATED BY STATE, CITY, OSHA, EPA
- RED CAN-NO STORAGE, NOT A SEAT
- KEEP CANS CLOSED
- SEPARATION-BIOHAZARD/SHARPS/TRASH
- TEETH-BIOHAZARD-AMALGAM? PATIENT TAKES TOOTH?
- LEAD WRAPPERS FROM FILM-HAZARD? PICK-UP?
- FIXER- HAZARD? PICKUP?

DENTAL JCAHO

- www.jcaho.org
- www.cdc.gov
- www.apic.org
- www.idsociety.org
- www.osap.org
- www.dentalclinicmanual.com

DENTAL JCAHO

SUGGESTED READINGS

- CDC/MMWR DENTAL INFECTION CONTROL PRACTICES DEC 19,2003
- CDC/MMWR FACILITY INFECTION CONTROL GUIDELINES JUNE 6, 2003
- CDC/MMWR HANDWASHING GUIDELINES OCTOBER 25, 2002
- OSHA REGULATIONS 1910.1030 (ABOUT 20 PAGES-WORTH YOUR WHILE)

DENTAL JCAHO

PAIN ASSESSMENT

- **OFFICIAL JCAHO TRAINING-PAIN ASSESSMENT NOT APPLICABLE TO CHC'S-REALLY FOR HOSPITALS???????**
- **GUESS WHAT? – IT DOES APPLY**
- **POLICY/TOOLS/STAFF KNOWLEDGE/CHART REVIEWS**
- **AGREEMENT OF POLICY WITH PRACTICE- BE ABLE TO SHOW THAT PAIN IS ASSESSED AND TREATED**
- **YOU ARE NOT REQUIRED TO USE HAPPY-FACES**
- **MODIFY YOUR PROGRESS NOTE? CHANGE FORMS?**

DENTAL JCAHO

X-RAY RELATED ITEMS

- *DOSIMETERS*
- RESULTS AVAILABLE FOR JCAHO?
- RESULTS AVAILABLE TO STAFF
- RESULTS REVIEWED AND SIGNED OFF
- STAFF KNOWLEDGE THAT RESULTS ARE AVAILABLE

DENTAL JCAHO

X-RAY ITEMS - 2

- RESULTS TIMELY?
- POLICY FOR WEARING
- POLICY FOR STORAGE
- POLICY FOR FOLLOW-UP
- ANY ACTUAL F/U
- ARE THEY WEARING THEM TODAY??????

DENTAL JCAHO

X-RAY - 3

- POLICY FOR PREGNANT PATIENTS?
- NYSDOH GUIDELINES FROM 8/06
- “ORAL HEALTH CARE DURING PREGNANCY AND EARLY CHILDHOOD”
- POLICY FOR HOLDERS?
- IS STAFF AWARE OF POLICY?

DENTAL JCAHO

- ***X-RAY APRONS***
- AVAILABLE
- USED ON ALL EXPOSURES
- ABILITY TO HANG FLAT
- ARE THEY REALLY?
- TEST FOR “LEAKS”
- NEW-LEAD FREE APRONS?

DENTAL JCAHO

MEDICATIONS

SECURED

EXPIRATION DATES

MINIMAL

CHECK DRAWERS, CABINETS, EVERYWHERE

PRESCRIPTION PAD CONTROL

NPSG RELATED TO ABBREVIATIONS

STANDARDIZE MEDS IN VARIOUS SITES

COLOR CODING PROBLEMS

DENTAL JCAHO

- *STORAGE*
- NOT ON FLOOR
- NOT NEAR SPRINKLERED CEILING
- NOT NEAR CEILING LIGHTS
- PLASTIC SHEETING?
- NOT NEAR SUCTION

DENTAL JCAHO

- **TQM/CQI AND PATIENT CARE**
- CHART REVIEW: RANDOM PICKS?
- PATIENT CARE AS ASSESSED BY CHARTS?
- PATIENT CARE AS ASSESSED BY EXTERNAL REVIEW?
- NOTE LEGIBILITY
- DENTAL PRESENCE IN TQM TEAM?
- DENTAL INDICATORS IN TQM PROGRAM?

DENTAL JCAHO

PATIENT CARE AND PATIENT TRACER

- PATIENT MAY BE SELECTED FOR PROCEDURE
- HIGH RISK/ SAFETY RELATED?
- EXTRACTIONS WITH TIME-OUT, CONSENT, INFECTION CONTROL ETC. A LIKELY SELECTION

DENTAL JCAHO

TIME OUT/ AVOIDING LATERALITY MISTAKES

- TIME OUT FORM-ESTABLISH PATIENT (2 IDENTIFIERS)
- ESTABLISH TOOTH/SIDE
- AGREEMENT OF DOCTOR/PATIENT/WITNESS (ASST.)
- CAN BE COMBINED WITH CONSENT FORM
- PATIENT SHOULD ALSO IDENTIFY PROVIDER (NAME TAG)

DENTAL JCAHO

TRAINING STAFF AND MOCK SITE VISITS

- INITIAL ORIENTATION
- ANNUAL REVIEW
- DOCUMENTED?
- START JCAHO PREP EARLY
- IS STAFF AWARE? THEY MAY BE QUESTIONED
- USE OF CHECKLISTS
- NEVER ASSUME

DENTAL JCAHO

MORE TRAINING----

- SMALL VISITING TEAM WITH UNFAMILIAR MEMBERS
- QUESTION ALL STAFF-FIRE? SAFETY? CODES RED, BLUE, PINK, GREEN, X-RAY POLICIES? IC POLICIES?
- OPEN ALL DOORS
- WRITTEN F/U LIST WITH RESPONSIBLE PERSON
- HOLD STAFF ACCOUNTABLE
- HAVE STAFF TRAIN STAFF (NOT ALWAYS YOU...)

DENTAL JCAHO

SOME MISC. OBSERVATIONS-----

- “JCAHO SAYS”...PROBABLY NOT
- “OSHA SAYS”....PROBABLY NOT
- THERE ARE AREAS WITHOUT STRICT GUIDELINES AND ANSWERS THAT YOUR ORGANIZATION MUST SOLVE
- YOU MAY DEVELOP YOUR OWN RULES AND GUIDELINES
- ***QUESTIONS??????????***