

The Joint Commission (TJC)
Mock Survey Questions for
National Patient Safety Goals (NPSG)

There are a total of 16 National Patient Safety Goals, but only three directly apply to FOH under The Joint Commission (TJC) Ambulatory Care Accreditation process.

GOAL 1: Improve the accuracy of patient identification.

NPSG.01.01.01 – Use at least two patient identifiers when providing care, treatment, or services.

Question: How do you know you are administering the right medication to the right client?

Answer: FOH uses two client identifiers: **Name** and **date of birth**. I ask the client to state their name and date of birth prior to any procedure, treatment, specimen collection, or medication administration. In addition, we always label a client's blood or specimen container in the presence of the client.

NPSG.01.03.01 – *not applicable to FOH.*

GOAL 3: Improve the safety of using medications.

NPSG.03.04.01 – *not applicable to FOH.*

NPSG.03.05.01 – *not applicable to FOH.*

NPSG.03.06.01 – Maintain and communicate accurate patient medication information.

Question: What is the process for establishing an accurate medication list for the client?

Answer:

- The client's medication information is documented in his or her employee health record at the beginning of an episode of care (this includes medication, dose, route, frequency, and purpose).
- The client's medication information is then updated with each visit to include any changes (discontinued or new medications).
- At the end of each visit, the client's medication information is reconciled in the employee health record.
- The following education is provided to the client:
 - If vaccines are administered, the client is provided with the current CDC vaccine information sheet (VIS).
 - If oral travel medications are prescribed, the client is provided with prepackaged medications which contain instructions [*policy M.83*].

GOAL 7: Reduce the risk of health care-associated infections.

NPSG.07.01.01 – Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines.

Question: What is the single most effective way to prevent the transmission of infection?

Answer: **Hand hygiene.** Hand hygiene before and after client contact, early identification of clients requiring isolation, and timely placement of appropriate precautions all reduce the risk of infection transmission.

FOH is currently developing a hand hygiene policy. Policies can be found on the GOTJC website at www.foh.hhs.gov/GOTJC. New policies are also located at <https://staff.foh.hhs.gov/Services/Policies/Pages/default.aspx>.

NPSG.07.05.01 – *not applicable to FOH.*

Clinics will soon be provided with a National Patient Safety Goals poster for display in the clinic.