



FEDERAL OCCUPATIONAL HEALTH

Improving the health, safety, and productivity of our Federal employees.



TERMS TO KNOW

Accreditation decision: The last milestone in the TJC Accreditation process. TJC will make their final decision on whether FOH has achieved TJC accreditation and their “Gold Seal of Approval”

Ambulatory Care: This defines the chapters and standards FOH will utilize for accreditation.

Chapter: A grouping of standards with a common theme and goal. There are fourteen chapters in TJC Ambulatory Care accreditation.

GO Team Member: You! All FOH staff are GO Team members. GO Team members will be responsible for participating in monthly webinars, utilizing the toolkits, and applying new information to your job.

Issue Resolution: A phase in the TJC Accreditation process occurring after the survey. FOH will receive a report after the survey identifying the areas FOH needs to improve to achieve accreditation. During the issue resolution phase, FOH will have 45 to 60 days to address these improvements.

Patient tracers: Part of the onsite survey. TJC surveyors use individual tracers to evaluate the care received by an individual client by reviewing an individual’s record and following the specific care processes the individual experienced through observation and talking with staff.

Pre-survey: This is a “pre-test” survey to determine FOH’s baseline alignment with TJC standards. It is not completed by TJC, but by another contracted vendor. The pre-survey will take place at FOH headquarters in Bethesda and two clinics, one fitness center, and one EAP clinic in the Metro D.C. area from August 26 to 27, 2014.

Preparation: FOH’s current phase of TJC Accreditation. Preparation began in June 2014 and ends in April 2015. Preparation encompasses many processes designed to prepare FOH staff for accreditation including: regular communications, trainings, the release of new and revised policies and procedures, and quality improvements across FOH. Beginning in September, the Office of Policy, Analysis, and Quality (OPAQ) will host monthly webinars that will cover content of accreditation chapters. Two chapters will be covered each month; each will have a supporting toolkit.

Standard: These are the specific measures FOH must comply with to achieve accreditation. Standards identify specific needs within the organization.

Survey: The key component of the TJC accreditation process whereby a surveyor conducts an onsite evaluation of an FOH site’s compliance with Joint Commission accreditation standards. TJC surveyors will visit 25% of health clinics, 25% of EAP clinics, and 25% of fitness centers to determine FOH’s alignment with TJC’s standards. The surveys will be unannounced and will begin in June 2015 and end in July 2015.



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System accreditation: The type of accreditation FOH is seeking. Through this accreditation option, TJC will award a decision to a large, multi-site ambulatory care setting, like FOH. This type of accreditation evaluates organization wide functions in addition to the quality and safety of care provided at the occupational health centers, EAP sites, and Wellness Fitness Centers.

TJC: The current “nickname” for The Joint Commission. The Joint Commission is no longer referred to as JCAHO.

Toolkit: A collection of accreditation preparation materials. In partnership with the FOH Center for Health Communication (CHC), OPAQ will publish one toolkit for each TJC chapter. Toolkits will have supporting resources, documents, and tools to orient staff to the standards and requirements. This material will also prepare staff for TJC accreditation survey.