PREPARATION OF A DENTAL FACILITY FOR A JCAHO ACCREDITATION
SITE VISIT
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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 UNKNOWNS
- 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!!!!!!!!!!
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?
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/ACTIONAL PROCEDURES
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
SPORE TESTING:

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

- AVAILABLE AND NEARBY?
- DOES STAFF KNOW WHERE THEY ARE?
- EXPIRATION DATES?
- KEEP CLEAN
- DON’T MOVE THEM!!!!!!!!!!!!!!!!!!!!!!
- SINKS VS. BOTTLES
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 # 7
NPSG #7: Reduce the risk of health care-acquired infections.

Requirement #7.a.
Comply with current CDC hand hygiene guidelines.
(includes use of alcohol gels)

Requirement #7.b.
Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-acquired infection.
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 USES (TEMPORARY BOTTLES)
7A- HAND HYGIENE
8A KNOWING PATIENT’S CURRENT MEDS
HEPATITIS B VACCINATIONS
- All “exposed” staff OR signed declination
- Need to work with HR
- I’ll bet some are missing!
PPD/ TB TESTING

- BASED ON RISK
- OFTEN ANNUALLY
- WORK WITH HR
- I’LL BET YOU ARE MISSING SOME!
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
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?
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? Pick-up?
DENTAL JCAHO

- www.jcaho.org
- www.cdc.gov
- www.apic.org
- www.shea-online.org
- www.idssociety.org
- www.osap.org
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
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?
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?
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
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)
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
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…)
SOME MISC. OBSERVATIONS-------

- “JCAHO SAYS”...PROBABLY NOT
- “OSHA SAYS”....PROBABLY NOT
- THERE ARE AREAS WITHOUT STRICT GUIDELINES AND ANSWERS THAT YOUR ORGANIZATION MUST MUST SOLVE
- YOU MAY DEVELOP YOUR OWN RULES AND GUIDELINES (EXAMPLES....)
QUESTIONS FOR THE DISTINGUISHED PANEL?