

BESLER JCAHO Product Line

**BREADTH
+ DEPTH™**

BESLER Consulting provides customized Joint Commission on the Accreditation of Health Care Organizations (JCAHO) consultation for survey readiness, compliance, quality and patient safety. We partner with organizations of all sizes and together with senior leadership forge relationships that create a foundation for success. Our consultants discern organization challenges and provide expert knowledge, experience and advice for organizations set on healthcare excellence.

BESLER Consulting will collaborate with your team to assess, problem-solve and refocus decision-making strategies to prepare for the new era of JCAHO Shared Visions New Pathways. We will assist you to meet your goals and objectives while tailoring practical solutions to your organization and ensuring that JCAHO and other regulatory compliance challenges are met.

We are an interdisciplinary healthcare firm with experience in healthcare consultation and regulatory affairs compliance. Our consultants provide systems performance and readiness consultation and education and training for Priority Focus Process, Periodic Performance Review, Medication Management, Staffing Effectiveness, Tracer Methodology, Team Dynamics and Patient Safety. We assist clients to improve organization performance and enhance outcomes through systematic assessment, education, professional consultation and evaluations.

TIMEFRAME

SERVICE

**18 MONTHS
TO 12 MONTHS
PRIOR TO
SURVEY**

- Review current accreditation survey readiness based upon BESLER Consulting assessment. Specifically assess those issues with standards and elements of performance that require a minimum 12-month track record. Provide strategies to produce evidence of standards compliance for those elements of performance that are identified as partially or insufficiently compliant.
- Perform tracer methodology across organization to assess standards compliance; develop strategy to address compliance issues.
- Conduct open and closed medical record review to ensure accurate documentation.
- Review administrative and clinical policies and procedures and other mechanisms that support patient care.
- Review key PI processes, including sentinel events and untoward event responses. Review core measures data.
- Review human resources mechanisms including evaluations and competency assessment.
- Review medical staff credentialing and privileging processes including peer review.
- Perform analysis of physical environment and the Statement of Conditions.
- Provide education to senior management and staff regarding JCAHO Shared Visions New Pathways; how the process will affect this organization and how to prepare for the new accreditation process.
- Bi-weekly on-site support. Ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

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12 MONTHS TO 9 MONTHS PRIOR TO SURVEY

- Monitor compliance with strategy implementation plan (on-site or electronic) on at least monthly basis; provide ongoing phone support.
- Perform document review to assure regulatory compliance. Provide recommendations for revision to produce evidence of standards compliance.
- Perform mock survey. Detailed report will be prepared identifying areas of non-compliance and recommendations for improvement.
- Weekly on-site support. Ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

9 MONTHS TO 6 MONTHS PRIOR TO SURVEY

- Perform tracer methodology across organization to assess ongoing standards compliance; develop plan of action to address compliance concerns.
- Monitor compliance with strategy implementation plan while on-site at least monthly. Provide ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

6 MONTHS PRIOR TO SURVEY TO ON-SITE SURVEY

- Provide unit-based education regarding JCAHO survey process.
- Conduct patient and systems tracers based upon current priority focus data. Provide strategies for expeditious process changes to assure evidence of standards compliance.
- Monitor compliance with strategy implementation plan while on-site weekly. Provide ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

ON-SITE SURVEY TO 3 MONTHS POST-SURVEY

(Report must be submitted within 45 days post-survey starting 7/1/05)

- Provide on-site assistance during JCAHO accreditation survey pertaining to response and strategy.
- Assist with development of evidence of standards compliance, measures of success and submission of report in response to JCAHO survey findings, recommendations for improvement. Assist with mitigation solutions as necessary.
- Provide weekly on-site support and ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

3 MONTHS POST-SURVEY TO 15 MONTHS POST-SURVEY

- Monitoring of ongoing readiness with evidence standards compliance and measures of success. Attend key committee meetings to assess ongoing compliance. Monthly on-site support. Weekly phone support. Ongoing e-mail support.
- Strategize plan for periodic performance review option selection. Monthly on-site support. Ongoing e-mail and phone support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.

15 MONTHS POST-SURVEY TO 18 MONTHS POST-SURVEY

- Monitoring of ongoing readiness with evidence of standards compliance and measures of success.
- Review, provide assistance with Periodic Performance Review tool. Assess and monitoring compliance. Bi-weekly on-site support. Ongoing phone and e-mail support.
- BESLER Consulting will provide readiness updates to client as JCAHO requirements are revised and late breaking changes announced; development of client-specific implementation strategies.



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