

# The Joint Commission Road Map to Readiness

**BREATH  
+ DEPTH**

**Is your organization prepared for the new era of unannounced surveys?** BESLER Consulting provides customized Joint Commission consultations. We partner with organizations of all sizes and, together with senior leadership, forge relationships that create a foundation for success. BESLER consultants discern organizational challenges and provide exceptional expert knowledge, experience and advice for organizations set on healthcare excellence.

BESLER Consulting will collaborate with your team to assess operational readiness, problem-solve and refocus decision making strategies to create a culture of continuous readiness. We will tailor unmatched, practical solutions to your organization in order to meet your accreditation goals.

BESLER Consulting's Road Map to Readiness encompasses select services provided by our interdisciplinary healthcare team ensuring a constant state of readiness. Our services include:

- A Mock Survey will be performed. It can be organizationally comprehensive or modified/customized to your needs. A detailed action plan identifying areas of non-compliance and concrete recommendations for improvement will readily provide organizational focus and direction to implement improvements.
- Patient tracers that will assess the patient care delivery system will be performed by applying The Joint Commission standards to the actual practices. Written reports assist in the development of strategies to address compliance issues.
- Education and training to coach staff in the effective communication methods to demonstrate compliance with the standards.
- Document review resulting in practical recommendations for improvement as well as the development of key administrative and clinical policies and procedures.
- Strategic Planning for Annual Periodic Performance Review option selection with consulting support for the selected self assessment option.

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**BESLER  
CONSULTING**  
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## CONSULTANTS IN HEALTHCARE FINANCE AND OPERATIONS

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- Post-Survey Support for challenging requirements for improvement with clarifying evidence as well as monitoring ongoing readiness with evidence of standards compliance and measures of success.
- Customized, long range road map that establishes direction and milestones to achieve quality and patient safety excellence for organization wide continuous state of readiness.

BESLER Consulting welcomes the opportunity to assist you in navigating the road to continuous survey readiness with your team of professionals who seek safe, quality patient care every day.

## TESTIMONIALS

"What could have been simply an administrative exercise in test preparation turned into a collaborative, educated effort by UMass Memorial Medical Center staff to embed The Joint Commission principles and standards into every-day workflow."

*Dr. Walter H. Ettinger, MD  
President  
UMass Memorial Medical Center  
Worcester, Massachusetts*

"The BESLER Consulting team of professionals worked diligently to provide Liberty Health Care with pragmatic solutions that resulted in a successful Joint Commission survey. They expertly engaged leadership, management and staff to be active in the process. The knowledge imparted by BESLER Consulting is an immeasurable asset to our organization as we move into the era of unannounced Joint Commission surveys."

*Ms. Barbara Niedz, PhD, RN, CHE  
Vice President, Quality and Regulatory Affairs  
Liberty Health  
Jersey City, NJ*

"After a long-term employee who was responsible for The Joint Commission survey preparation left Florida Hospital, the organization had an urgent need for an experienced professional to provide ongoing consulting services for continued survey readiness. BESLER Consulting's Project Manager seamlessly stepped in and worked closely with our staff to provide the organization with a thorough assessment, concrete recommendations and on-going education in order to maintain continued survey readiness. Florida Hospital a large multi-hospital system (7 Hospitals, Bed Size ranging from 60 Beds to 900 Beds) will continue to experience the benefits of the expertise imparted by the BESLER professional team for years to come. BESLER professional team act with integrity and delivered results. I can recommend BESLER without reservation."

*Mr. Lee M. Adler, DO  
Chief Quality and Safety Officer  
Vice President, Clinical Performance Improvement  
Florida Hospital  
Orlando, Florida*



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