

2024 Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Surveys

Our Joint Commission (JCAHO) survey window has officially opened for St. Louis Children's Hospital, and we anticipate our visit from JCAHO at SLCH in the very near future. JCAHO surveys will be completely unannounced, but they will arrive on a Monday or Tuesday. We are surveyed by JCAHO every three years. The survey is designed to assess our entire hospital's performance of patient focused safety, and organizational functions.

What does this mean to you?

As a volunteer, just like all our staff, this is an opportunity to shine! It is a chance to proudly share what you know, what your role is in impacting patients and families, and how well and safely you do it.

Interacting with a Joint Commission Surveyor

If you are asked a question and do not know the answer, please say, "I don't know, but I know how to find out. Let me check with a staff member in the department I volunteer." Much of what the surveyors look for is not memorization, but that you know *how* to find information efficiently. Don't hesitate to refer to take the surveyor over to any staff members or your department supervisor. This is perfectly acceptable to the surveyors.

Key themes for volunteers

- *Volunteer uniform and badge:* Always wear your volunteer uniform and badge. Your volunteer badge must be worn above the waist on a lanyard or clipped to the shirt where it is easily visible at eye level. Reminders on volunteer uniform expectations:
 - Closed toe shoes.
 - Pants (jeans/denim, workout/yoga pants, and shorts are not allowed) without holes or knee length or longer skirts.
 - Volunteer shirt as your outer-most layer.
 - Fingernails that are natural and ¼" or shorter, chip-free nail lacquer is acceptable (no gel, acrylic/overlays, etc.).
- *Hand hygiene/infection control compliance:* Volunteers must wash hands/perform hand hygiene:
 - Before and after entering a patient's room.
 - After using the restroom.
 - After using a tissue.
 - Before and after eating or drinking.
 - Before and after touching your face.
 - After touching common surfaces, i.e., door handles, elevator buttons, etc.
- *HIPAA:* The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information or protected health information (PHI) from being disclosed without the patient's consent or knowledge.
 - If your volunteer role requires you to use a patient list or census, please ensure you are keeping this list safe and know how to properly dispose of the information- either by submitting to a staff member or using a Shred-It Bin (located on every unit, in the Child Life Playroom, and in Volunteer Services).
- *Codes and Fire Safety:*

- Codes: Please ensure you are familiar with overhead codes that could be called. Refer to your badge card and speak to us if you have questions or feel like you need an updated badge card. You can ensure you have the most up to date badge card by checking that it says CPI Response. If STARR is listed, please come get a new badge card.
 - A volunteer's role in a code is to clear the way for any large teams or staff members moving quickly, then report to a staff member for direction.
- Fire Safety: If you hear an alarm, report to your unit/area supervisor for direction. You may be asked to assist in fire safety measures. If you notice smoke or see fire, initiate a Fire code emergency by calling the emergency code number listed on your badge, 314-362-0911.
 - *Remember the important acronyms for taking action during a fire emergency, RACE and PASS.*
 - *R – Remove or rescue anyone from any immediate danger.*
 - *A – Activate an alarm pull station.*
 - *C – Confine, close all doors, especially smoke/fire doors to confine the fire in the smallest area possible.*
 - *E – Extinguish the fire. Evacuate the patient, family, and/or staff to safety.*
 - The steps for using a fire extinguisher, known as PASS:
 - *P – Pull the pin to activate.*
 - *A – Aim the hose at the base of the fire.*
 - *S – Squeeze the handle.*
 - *S – Sweep the extinguisher hose side to side to put out the fire.*
- *Drinks, Snacks, and Personal Cell Phone Use:*
 - Drinks and snacks are never to be consumed in patient-facing areas. Keeping a covered drink in a staff breakroom or in your locker in Volunteer Services and then consuming the drink or snack in a breakroom or in the VS office are appropriate options.
 - Personal cell phones are not to be used in patient care areas. Please utilize a staff break room or the VS office to return calls or texts.

Volunteers should be able to speak to how they know their role, how they receive communication and education, and whom they go to when they have questions.

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Thank you for all that you do! Please reach out with questions.