

Any feedback from sites that have already been through their TJC intercycle review?

- They want to hear about your performance plans and your data. I also was asked about what we were doing for patient satisfaction. Whole thing only took about 15-20 minutes I believe.
- It is a fairly straight forward review of your performance measures, performance improvement project updates, any new significant changes to your program, processes etc. Please feel free to share my contact info with the individual submitting the question. I would be happy to share my experiences.
- It is a very informal telephone conference. I invited about six people to our last one and really didn't need them. I could have done the interview myself. The focus is all on your data and any changes that you have made or explanation of any variances. Only lasts about twenty minutes.
- Keep a monthly list of the items/interventions that you've been doing.
- The intracycle call will be scheduled by the reviewer. Ideally, you should have program leaders who can speak to the day to day program, data collection, process improvement, and collaborative care of the stroke patient. The reviewer will discuss your process over the last year, review data, and discuss with you any challenges you may be having. The purpose of the call is to be consultative and provide education.
- Through the JC Connect webpage on the CMIP there are directions for preparing for the intercycle review.
- We had our intercycle review in December of 2008 and it was really a smooth process. We had all of our data in to TJC as required and updated the PI plan as required. When we had the call she reviewed with us our data and PI projects and asked where we were, what were our goals, struggles and shared some insight with others successes. It was much more educational and less stressful than I had anticipated.
- First part of the process is to complete the online application. The team that worked on this the same group that participated in the conference call. Phone call participants were myself, Quality Improvement Director, Quality Improvement manager who collects GWTG stroke data, Clinical Director of our Neuroscience Unit and the Service line director. Our discussion focused on what new programs, initiatives we had put in place or were in the process of implementing since our last survey. How were we growing our stroke program? The reviewer wanted to see that we had quality improvement plans in place for any deficiencies that had occurred with the on site survey. Be able to discuss areas of opportunity that you have, don't try to be perfect. What impressed the surveyor the most with our call was when I was paged to respond to a Stroke Alert in the ED in the middle of the call.