



STANDARDS & COMPLIANCE DEPARTMENT

GENERAL ORIENTATION FOR NEW EMPLOYEES



RESPONSIBILITIES

- Risk Management
- Performance Improvement/Quality
- Licensing and Accreditation
- Infection Control
- Compliance Programs
 - Accreditation surveys
 - Investigation surveys
- Environment of Care/Patient Safety Program
 - Patient/Family complaints/grievances
 - Staff complaints



OBJECTIVES

- Improve the quality of patient/client care
- Identify opportunities for preventing risk/harm to patients, clients, staff, and visitors
- Provide in-service programs in risk prevention, performance improvement, infection control, patient satisfaction and other related areas
- Coordinate licensing and accreditation
- Manage Claims



MAJOR ACTIVITIES

- Abstract data for reporting to CMS, TJC, NHSN, CDPH, OSHA, HCAI
- Provide education to staff on all quality measures and risk management including fall-outs and corrections required for improvement
- Facilitate resolution of patient and client care problems
- Coordinate risk management, performance improvement, infection control, and related programs
- Assure compliance with ethical, privacy, regulatory, and legal business practices
- Monitor and process all licenses and organizational membership including fees
- Report performance data to Hospital Leadership and Committees
- Assist departments for survey readiness and timely submission of plans of correction (POC) to deficiencies
- Facilitate timely review of policies and approval process



ROLE OF ALL EMPLOYEES

- Utilize good communication skills with patients and their family members – AIDET
- Provide care in a respectful and dignified manner
- Assist people to the service area they are looking for





ROLE OF ALL EMPLOYEES

- Maintain confidentiality/privacy of all patient protected health information in all formats.



ROLE OF ALL EMPLOYEES

- Participate in Performance Improvement activities in your department and with other departments
 - Rounding on patient care units for prevention of lines and catheter infections
 - Survey-readiness rounding for regulatory surveys (Joint Commission, CDPH, OSHA, CMS)



ROLE OF ALL EMPLOYEES

- Identify and Report Safety Hazards in Work Areas
- Report any incidents or concerns
- Use the electronic reporting tool or
- Contact the Compliance Hotline 8-7474 for urgent patient safety issues



ROLE OF ALL EMPLOYEES

- Complete Confidential Reports of Occurrence
 - Electronic Reporting
 - Types of Incidents to Report
 - Uses of Information
 - Be familiar with the policy; failure to report can result in fines



Welcome

COVID Information

[Employee Symptom Logs](#)

COVID-19 Update: Limitation on Hospital Visitors

Details

SJGH Information Systems Data Services and Support

Please submit support requests by email or by phone to the SJGH Help Desk:

- Email: sjghhelpdesk@sjgh.org
- By phone: Ext. 8-6180

SJGH Information Services Dept.

Informatics

Main Page

[Informatics Main Page](#)

Cerner Downtime Procedure

In the event of an unexpected downtime follow downtime procedure:

[How to log into 724 Machine](#)
[Downtime Policy](#)

System Training

[Inside Man - Security Series](#)

Quick Links

[CMC Center NextGen EMR](#)
[APACHE II](#)
[BHS Clinicians Gateway](#)
[Blue Cross Providers](#)
[BRIDGE BLOOD TRANSFUSION](#)
[CARESTREAM Full PACS](#)
[CARESTREAM PACS](#)
[ISECG ANYWHERE](#)
[Philips ISCV](#)
[CA Health Alert Network](#)
[California Dept. of Health](#)
[CasNet](#)
[Centers for Medicare & Medicaid](#)
[Cerner MethodM](#)
[Cerner PeopleSoft ERP](#)
[Cerner BUILDA](#)
[Cerner CERT](#)
[Cerner PROD](#)
[Cerner PWPM](#)
[Cerner UCern Wiki](#)
[Cerner RCM Training](#)
[Clairvia Scheduler](#)
[Clairvia WEB](#)
[Clarity](#)
[Clinical Pharmacology](#)
[COVID-19 Resources](#)
[Confidential Reporting \(CRO\)](#)
[Cyberquery](#)
[Dynamad](#)
[Eclipse PPM](#)
[Employee Self Service](#)
[EPSI Web Portal](#)
[HealthIntent](#)
[Health Plan of San Joaquin](#)
[HPSJ Provider ferral](#)
[Huron Revenue Cycle Analytics](#)
[Huron Revenue Cycle Workflow](#)

[Impress Connect](#)
[IVANTI Heat](#)
[Joint Commision](#)
[MedAccess](#)
[MedLine Plus](#)
[MedEx](#)
[NeoFax & Pediatrics](#)
[Nutrition Care Manual](#)
[PeopleSoft CAPS](#)
[Press Ganey](#)
[Radionic](#)
[Rehabilitation Center](#)
[RIS/Web](#)
[SecZetta Non-Employee Onboarding](#)
[sFaxV3 secure fax - user portal](#)
[SJC HCS Public Website](#)
[SJC Intranet](#)
[SJC PeopleSoft Test Site](#)
[SJC Public Website](#)
[SJGH Charge Master](#)
[SJGH Rapid AI Web](#)
[SJGH COOP Website](#)
[SJGH Empanelment](#)
[SJGH Maintenance Requests](#)
[SJGH Office365 Email](#)
[SJGH Public Website](#)
[SJGH Report Catalog All Browsers](#)
[SJGH Residencies](#)
[SJGH IT Governance Site](#)
[TigerText-v4](#)
[TrackCore Prod](#)
[TrackCore Test](#)
[Vocera Staff Assignment](#)
[Vocera Web Console](#)
[Welcome to HealthStream](#)



Midas+ Links

Midas+Links

Forms

Links

Adverse Drug Reaction

[Adverse Drug Reaction](#)

Airway

[Airway](#)

Blood Product

[Blood Product](#)

Diagnostic Imaging

[Diagnostic Imaging](#)

Dx/Tx

[Dx/Tx](#)

Employee Accident

[Employee Accident](#)

Fall

[Fall](#)

Infection

[Infection](#)

IV/Vascular

[IV/Vascular](#)

Lab

[Lab](#)

Maternal/Childbirth

[Maternal/Childbirth](#)

Medication

[Medication](#)

Patient ID

[Patient ID](#)

Provision of Care

[Provision of Care](#)

Restraints

[Restraints](#)

Safety/Security

[Safety/Security](#)

Skin/Tissue

[Skin/Tissue](#)

Surgery/Proc

[Surgery/Proc](#)

Tube/Drain

[Tube/Drain](#)

Workplace Violence Patient

[Workplace Violence Patient](#)

Workplace Violence (Non-Patient)

[Workplace Violence \(Non-Patient\)](#)

Professional Conduct

[Professional Conduct](#)

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ROLE OF ALL EMPLOYEES

- Help Patients/Family members express complaints, concerns or compliments
- If you cannot resolve the concern yourself,
 - Use the Compliment / Complaint CRO
- If Complaint is not resolve,
 - CDPH
 - Joint Commission



ROLE OF ALL EMPLOYEES

- Follow all codes, laws, and rules
- EMTALA – Emergency Medical Treatment and Active Labor Act
 - Dedicated Emergency Dept
 - Medical Screening Exam
 - Capacity and Capability
 - Financial Screening
 - Centralized Transfer



ROLE OF ALL EMPLOYEES

- Corporate Compliance means following the law and the agency's policies.
- Corporate Compliance is designed to help prevent:
 - Fraud
 - Abuse (such as overcharging for a service)
 - Kickbacks
 - Other unethical practices
- Whistle-blower protection



ROLE OF ALL EMPLOYEES

- Follow proper procedures for the areas you work in
- Treat all patients, visitors, and co-workers with respect
- Report any misconduct or unsafe practices to appropriate person(s)



ROLE OF ALL EMPLOYEES

- Complete Employee Accident Report and Claim for Workers' Compensation Benefits
 - Purpose
 - Safety Committee Review



ROLE OF ALL EMPLOYEES

- Your role is very important
- Contribute your ideas
- Report incidents, etc. as necessary
- Follow confidentiality guidelines
- Keep yourself and others safe in the workplace
- Enjoy your job here at San Joaquin General Hospital and SJCC



Questions?

