



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
- Ensure 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



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: sjghelpdesk@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](#)
- [Dynamed](#)
- [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

Adverse Drug Reaction

Airway

Blood Product

Diagnostic Imaging

Dx/Tx

Employee Accident

Fall

Infection

IV/Vascular

Lab

Maternal/Childbirth

Medication

Patient ID

Provision of Care

Restraints

Safety/Security

Skin/Tissue

Surgery/Proc

Tube/Drain

Workplace Violence Patient

Workplace Violence (Non-Patient)

Professional Conduct

Links

[Adverse Drug Reaction](#)

[Airway](#)

[Blood Product](#)

[Diagnostic Imaging](#)

[Dx/Tx](#)

[Employee Accident](#)

[Fall](#)

[Infection](#)

[IV/Vascular](#)

[Lab](#)

[Maternal/Childbirth](#)

[Medication](#)

[Patient ID](#)

[Provision of Care](#)

[Restraints](#)

[Safety/Security](#)

[Skin/Tissue](#)

[Surgery/Proc](#)

[Tube/Drain](#)

[Workplace Violence Patient](#)

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

[Professional Conduct](#)



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?

