

***Inside the Joint Commission's* checklist for contracted services**

Joint Commission standard **LD.04.03.09** requires hospitals describe in writing what the provider of a contracted service will do and the scope of these services. Such contracts should include written performance expectations the hospital will subsequently hold the contractor(s) accountable for. A hospital could incorporate the performance criteria below, developed by Glenn Krasker, president, Critical Management Solutions, Wilmington, Del., into contracts. They should shed some light into how TJC expects your hospital to comply with this standard.

Anesthesia Services

- ▶ 24 by 7 in-house coverage
- ▶ Hours of in-house coverage (staffing, number of anesthesiologists/CRNAs during which hours)
- ▶ Code response time
- ▶ Degree to which the anesthesia service leads the effort to assess and improve the Hospital's performance relative to resuscitation and its outcomes
 - ▶ Peer review with action steps and taking corrective action
 - ▶ Performance with core measures

Dietary Services

- ▶ All consults and reassessments for clinical nutrition fulfilled within X hours (consistent with your patient assessment/reassessment policy)
- ▶ Patient satisfaction on food greater than X% on hospital's patient satisfaction survey
- ▶ No citations by any regulatory/accrediting body related to Food & Nutrition Services
- ▶ Cost per meal less than \$X
- ▶ Other performance indicators identified by your contracted food service provider

Radiology

- ▶ All STATs interpreted and reported to the ordering/covering physician within 60 minutes of order
- ▶ All critical results reported to the ordering/covering physician within 60 minutes of result generation
- ▶ Turnaround time of all routine radiology reports within X hours
- ▶ Staffing: X # of radiologist coverage hours/day (volume-based)
- ▶ Days to appointment (scheduling waiting time)

Emergency Medicine

- ▶ Patient satisfaction greater than X % for ED physician care based on results of hospital's patient satisfaction survey
- ▶ Greater than X # of physician coverage hours/day (volume-based):
 - ▶ A to B # of visits = X hours of physician coverage/day
 - ▶ C to D # of visits = Y hours of physician coverage/day
 - ▶ E to F # of visits = Z hours of physician coverage/day
- ▶ Patient flow/throughput (turnaround time) in ED
- ▶ Response to codes
- ▶ AMA rate
- ▶ Core measure performance
- ▶ Diversion rate
- ▶ Peer review and actions taken

Medical Equipment Management (Biomedical)

- ▶ Percentage of medical equipment inspected within established timeframes
- ▶ Percentage of medical equipment receiving preventive maintenance within established timeframes
- ▶ Medical equipment failure/error rate
- ▶ Timeliness of performance and safety testing of all equipment before initial use
- ▶ Accuracy of medical equipment inventory (number of pieces of medical equipment found in service that is not listed on the hospital's medical equipment inventory)
- ▶ Timeliness of annual evaluations of the medical equipment program