

Oregon State Hospital – Joint Commission accreditation

Oregon State Hospital is dedicated to providing the best possible treatment for its patients. To be sure it delivers safe, effective, high-quality care, the hospital works with a national accrediting organization called the Joint Commission. The Joint Commission evaluates and accredits more than 20,000 health care organizations and programs across the United States. To maintain its Joint Commission accreditation, the hospital must undergo an on-site survey by a Joint Commission team every three years. The most recent survey was conducted in March 2015. The Joint Commission's report shows the survey was a success.

Standards

The Joint Commission on-site survey process is data-driven and patient-centered. It evaluates how an organization takes care of patients. There are thousands of standards by which the surveyors assess an organization's performance levels. Standards are based on key functional areas such as patient rights, patient treatment, medication safety, and infection control. They focus on setting performance expectations and assessing the organization's ability to provide safe, high-quality care.

Survey

Joint Commission surveys are unannounced, which is why Oregon State Hospital follows the principle of being "survey ready, every day." This way, the surveyors get to see the Oregon State Hospital during its normal, everyday operations.

In March 2015, five Joint Commission surveyors spent a week at Oregon State Hospital, including both the Salem and Junction City campuses. The team comprised two registered nurses, a certified therapeutic recreation specialist, a life safety code/environment of care engineer, and a psychiatrist. They spent most of their time speaking to patients and staff, visiting each living unit at least once, and examined other areas and functions including health information, human resources, technology services, data and analysis, performance improvement, the dental clinic, physical therapy, the medical clinic, and operations. They also attended a training session for "safe containment" for defusing potentially violent incidents without injury to staff or patients.

Findings

The surveyors found only 17 areas that needed improvement, and several of them were resolved before the survey was complete. This is a significant improvement over the 29 findings in 2012 and 55 in 2009.

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Feedback

The feedback for the 2015 site visit was overwhelmingly positive. The surveyors used the terms “uniformly very good,” “wonderful,” “exceptional,” “brilliant,” “amazingly good shape,” and “phenomenal.” They encouraged the hospital to share its work on the Joint Commission’s “best practices” website and to apply for national honors, such as the prestigious [Baldrige Award](#).

The survey team was especially impressed that the hospital had so many positive accomplishments during a prolonged period of significant change – building the new hospital in Salem, closing Blue Mountain Recovery Center, opening the Junction City campus and closing the Portland campus.

Here are some quotes from the surveyors during their weeklong visit to Oregon State Hospital:

- The hospital environment is “beautiful, beautiful, beautiful! It is very conducive to therapy and treatment ... It is clear that a lot of thought has gone into the design.”— registered nurse
- The hospital’s quality management “was quite an experience for me. It was something I have never experienced in many years. You are far beyond the curve [with data and quality management] even compared with larger hospital systems. You have made a number of significant improvements.” – registered nurse and psychiatrist
- “You are well on the path. I did not realize I had been here six years ago, this is a completely different and better hospital!” – life safety code/environment of care engineer
- “You are doing good things here.” – psychiatrist
- “The Safe Containment Drill was really exceptional. It is clear staff are enthusiastic and involved.” – registered nurse and psychiatrist
- “I enjoyed every moment of working with all of your staff. Everyone was welcoming, open, and transparent.” – psychiatrist

More information

- Joint Commission – jointcommission.org
- Oregon State Hospital – osh.oregon.gov