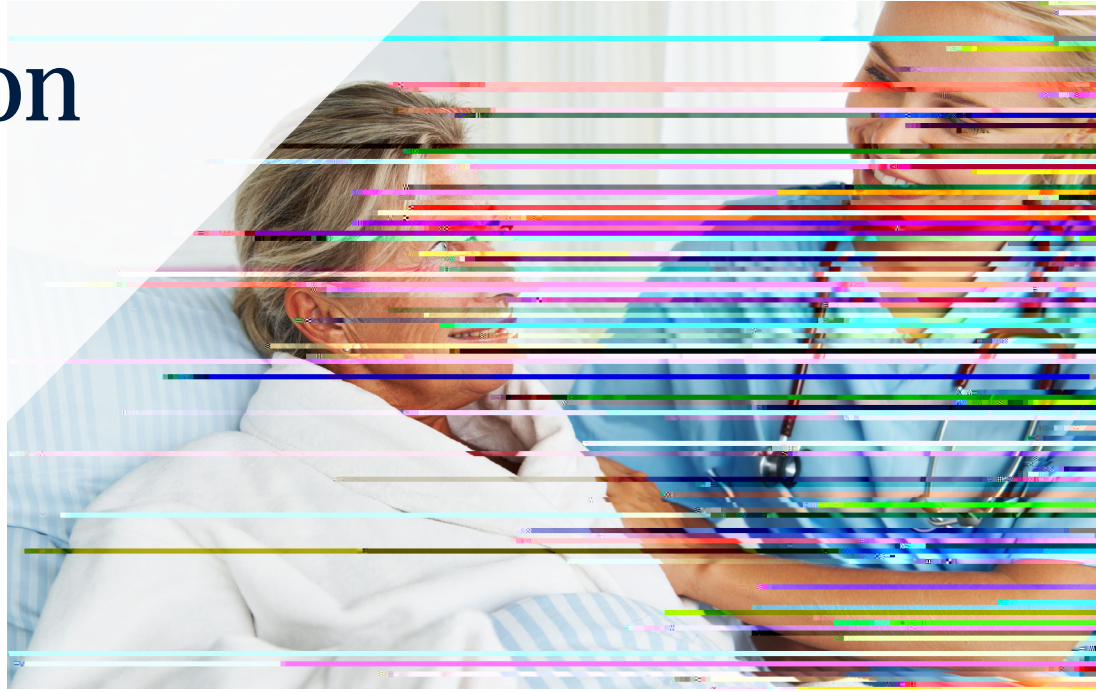


Spotlight on Success



Q: How did you prepare for the Joint Commission Primary Stroke Center certification review?

A: When we decided to develop a stroke center, the position I hold, stroke center coordinator, was created. I began working with our Neurologists who recommended that I learn The Joint Commission standards and guidelines. I studied them, I learned everything I could about stroke care and neurology. I reviewed each one of our policies and met with anyone that cared for our stroke patients.

The most important thing I did was understand the standards and understand the gaps in our policies. My background is clinical education, so I immediately knew how we needed to fill some of the gaps we had in care. The next step was to build the team and get everyone involved in building and improving the program. Teaching everyone the why behind the changes was also important in preparing for the review.

Q: What did you feel was most valuable about the Primary Stroke Center certification review process?

A: During the review we were given practical advice to all of our challenges. The reviewer talked to us about our opportunities and let us know our challenges were not uncommon. She also listened to everyone. She listened to how and why we care for our patients the way we do and related that back to the standards. The entire process was educational and seemed like a partnership to improving patient care than a review process.

Q: What tips would you give to other organizations considering Joint Commission Stroke Certification?

A: I believe