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Maternal Levels of Care Verification Process Guide

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Verification Visit Notification and Postponement Policies

Notice of Initial Verification On-site Visit

If this is your program's first time through the verification process you will receive a thirty (30) day advance notice of your on-site visit date(s). Notice will be provided via e-mail to the individuals identified on your account as the Primary Certification Contact and CEO. Also thirty (30) days prior to your visit, the Notification of Scheduled Events section on your organization's extranet site, The _____, is populated with the event along with a link to the reviewer's name, biographical sketch and photograph.

Notice of Re-Verification On-site Visit

Your organization will receive notice from The Joint Commission seven (7) business days prior to the first day of the scheduled visit date(s) for Maternal Levels of Care re-verification. The notice will be emailed to the individuals identified on your account as the Primary Verification Contact and CEO and will include the specific verification visit date(s) and the program being assessed. Additionally, once the reviewer arrives onsite the Notification of Scheduled Events section on your organization's extranet site, The _____, is populated with the event including a link to the reviewer's name, biographical sketch and photograph.

Verification Visit Postponement Policy

The Joint Commission may not verify a program if the Organization does not allow The Joint Commission to conduct a verification visit. In rare circumstances, it may be appropriate to request a review postponement. An organization should direct a request for postponement to its Account Executive. A request to postpone a verification visit may be granted if a major, unforeseen event has occurred that has totally or substantially disrupted operations, such as the following:

- ◁ A natural disaster or major disruption of service due to a facility failure

◁

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Reviewer Planning & Protocol Review Session

- f. Patient transition from prenatal outpatient to inpatient, or from inpatient to home/discharge
3. Reviewers will prioritize patients for tracer activity with the program team's assistance
4. Reviewers will inquire about the program's schedule for interdisciplinary team meetings and if it would be possible to observe. If there is not a team meeting scheduled, the reviewer will

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Individual Tracer Activity

The individual tracer activity is a review method used to evaluate an organization's provision of care, treatment and services using the patient's experience as the guide. During an individual tracer the reviewer will:

- < Follow a patient's course of care, treatment or service through the program
- < Assess the impact of interrelationships among the program disciplines on patient care
- < Assess the use of and adherence and diversion from clinical guidelines in the patient's care, treatment or service
- < Evaluate the integration and coordination of program and organization services in the patient's care

Organization Participants

Program representatives, organization staff, and management who have been involved in an individual's care, treatment, or services

Materials Needed for this Activity

Clinical records of selected patients (paper, electronic, or hybrid)

Individual Tracer Description

1. A significant portion of the agenda is designated to patient tracer activity. The number of patients traced during this time will vary.

- f* Methods for assessing competence of program team members
- f* Unique orientation, on-going education, training and in-service requirements for the program

Individuals attending this session should be prepared to explain the program's approach to credentialing and competency assessment.

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Medical Staff Credentialing and Privileging Process

The purpose of this activity is to learn how the perinatal (maternal) care

- f* On-going education, training and in-service requirements for the perinatal care program
- f* The program's process for monitoring the performance of all perinatal care licensed independent practitioners
- f* The program's process for evaluating performance of perinatal licensed independent practitioners who do not have current performance documentation at the organization
- f* The process for communicating practitioner privileges and ensuring that practice is within the scope of defined privileges
- f* Program's involvement with emergency services, intensive care unit services, and anesthesia services

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Issue Resolution

Issue resolution time is an opportunity for the reviewer to follow-up on potential findings that could not be resolved in other onsite activities. If no issues need to be resolved, this session will be cancelled or used for another purpose.

Organization Participants

Will vary depending upon the issue

Materials Needed for this Activity

Will vary depending upon the issue

Preparation for Issue Resolution

None required

Issue Resolution Description

The reviewer may have identified issues during individual tracer activity or other sessions that require further exploration or follow-up with staff. This follow-up may include a variety of activities such as:

- < Review of policies and procedures
- <

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Reviewer Report Preparation

The reviewer uses this time to compile, analyze and organize the data they collected throughout the verification into a preliminary report reflecting the program's compliance with standards.

Organization Participants

None required, unless specifically requested by the reviewer

Materials Needed for this Activity

Private work space with access to an electrical outlet and an internet connection

Reviewer Report Preparation Description

The reviewer uses this time to analyze their observations and determine if there are any findings that reflect standards compliance issues. If organization interruptions can be kept to a minimum during this time, it will help the reviewer remain on schedule and deliver a report at the appointed time. The reviewer will be using their tablet to prepare the preliminary report and plan for the Exit Conference.

- f* Defined perinatal continuum, areas/units/departments/programs/services may include the maternal/labor and delivery unit, operating room, PACU, emergency department, prenatal program, ultrasound, radiology, laboratory, and pharmacy services
- < Includes a patient and family interview, if they are willing to participate
- < At the conclusion of the tracer, the reviewer

The Joint Commission
Maternal Levels of Care Verification Visit Agenda
One Reviewer for Two Days
Day 1

Time	Activity & Topics	Suggested Organization Participants
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f Defined perinatal continuum, areas/units/departments/

Day 2

Time	Activity & Topics	Suggested Organization Participants
8:00-8:30 a.m.	Daily Briefing A brief summary of the first day's observations will be provided	