

Hospital Happenings - November 2008

Joint Commission Survey

It was a success! On Wednesday, October 27, Montrose Memorial Hospital completed our Joint Commission Survey and did very well! The physician surveyor said "we've observed your patients receiving extraordinarily good care." He also stated "the service you deliver is wonderful and the Cancer Center is a beautiful service for this community." We are very pleased with the outcome of the survey and I would like to share some of the specifics with you.

The Joint Commission is an independent, not-for-profit organization that was established in 1910. The Joint Commission is the world leader in evaluating the quality and safety of care delivered in over 15,000 health care organizations across the country. They set the standards by which health care quality is measured in America and around the world.

To maintain and earn accreditation, MMH undergoes an unannounced, extensive three-day, on-site review by a team of Joint Commission professionals at least every three years. This year MMH was surveyed by a physician, and a nurse. The purpose of the review is to evaluate the hospital's performance in areas that affect patient care. Through an assessment of a hospital's processes and personal visits with its patients and staff, the hospital is evaluated and scored. Accreditation is then awarded based on how well the hospital met the over 400 Joint Commission standards

So what does all of this mean to you? Because the standards are regarded as the most rigorous in the industry, we at MMH choose to be evaluated by Joint Commission and are committed to providing the highest level of quality care to our patients. Joint Commission's gold seal of approval is a clear sign that MMH has demonstrated compliance to the most stringent standards of performance.

As the surveyor's performed their exit interview with the hospital leadership team, the surveyors said, "You and your staff should be very proud of the care you provide at Montrose Memorial Hospital." Thanks to all of the staff members, board members and physicians for their active participation in the survey preparation and process.