



**Hidden Obstacles and Sticky Wickets: Environment of Care, Life Safety, and Emergency Management**

Thursday, February 22, 2024



The webinar will start at the top of the hour.



1

1

---

---

---

---

---

---

---

---

---

---



CHARTIS |

MONTHLY CLINICAL QUALITY INSIGHTS

**Webinar Schedule & Topics**

THE 3RD THURSDAY OF EVERY MONTH:  
10AM Pacific, 1PM Eastern

**TODAY**  
Hidden Obstacles and Sticky Wickets: Environment of Care, Life Safety, and Emergency Management

**March**  
Infection Prevention: Guiding Hospitals Toward Effective, Compliant, and Sustainable Solutions

© 2024 Chartis. All Rights Reserved.

2

2

---

---

---

---

---

---

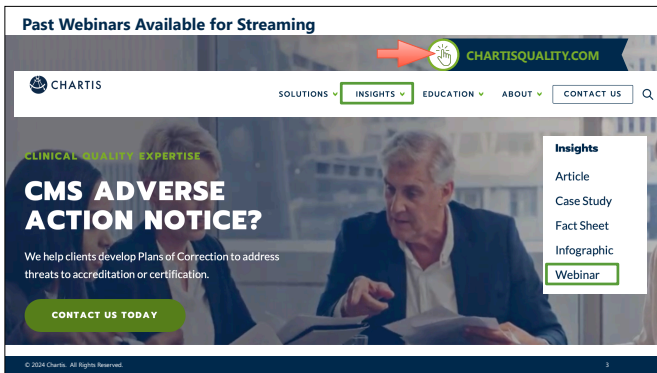
---

---

---

---

Past Webinars Available for Streaming



CHARTISQUALITY.COM

CHARTIS SOLUTIONS INSIGHTS EDUCATION ABOUT CONTACT US

CLINICAL QUALITY EXPERTISE

**CMS ADVERSE ACTION NOTICE?**

We help clients develop Plans of Correction to address threats to accreditation or certification.

CONTACT US TODAY

Insights  
Article  
Case Study  
Fact Sheet  
Infographic  
Webinar

© 2024 Chartis. All Rights Reserved.

3

3

---

---

---

---

---

---

---

---

---

---

Filter

21 RESULTS

**BY TOPIC**

- Clinical Quality
- High Reliability
- Infection Control
- Medical Staff
- Medical Staff Services

**MORE** ▼

**BY EXPERTISE**

- Bylaws and Rules & Regulations
- Clinical Compliance
- Credentialing & Privileging
- External Peer Review
- Inform Staffing Solutions

**MORE** ▼

**BY TYPE**

© 2024 Chartis. All Rights Reserved.

4

**Hidden Obstacles and Sticky Wickets: Environment of Care, Life Safety, and Emergency Management**

Thursday, February 22, 2024

CHARTIS

Thank you for participating in today's webinar.



**AVAILABLE FOR STREAMING**

- Practical Approaches to Ace Regulatory and Accreditation Surveys
- EMTALA Made Simple
- Protecting Suicidal Patients
- Responding Effectively to CMS, State, and Accreditation Findings
- Avoiding Infection Prevention Survey Catastrophes
- Survey Smarts: Looking Forward to 2023
- Increasing Nurse Efficiency: Documentation Simplification
- Better Meetings Better Results
- Overcoming Persistent Challenges in the Physical Environment
- TJC's Emerging Model for New Standards
- New CMS Interpretive Guidelines for QAPI
- Putting Your Best Foot Forward During Survey
- Connecting Hospital Rankings to Outcomes
- Compliance and Safety Challenges for Psychiatric Hospitals and Units
- CMS and QAPI: A Deeper Dive
- Mid-Point Update ... Focusing on Regulatory Changes
- Reducing Burden: What Clinical Documentation Is Required vs. Self-Imposed
- A Simple Start to the New Year: Clear-cut Clinical Policies
- Hidden Obstacles and Sticky Wickets: Environment of Care, Life Safety, and Emergency Management

© 2024 Chartis. All Rights Reserved.

5

**CHARTIS**

We are a partner to healthcare organizations nationwide, helping to advance patient safety and clinical quality for the past 30+ years. We help healthcare providers achieve top-tier clinical performance through our four lines of business:

- High Reliability Care Solutions
- Medical Staff Services Optimization
- Education Solutions
- Chartis Workforce Solutions
- External Peer Review

Chartis  
888.749.3054  
chartisquality@chartis.com

**Readiness, Response, Reliability**

- Rapid Response to Regulatory Emergencies
- Resolving CMS and TJC Adverse Actions
- CMS and Accreditation Survey Readiness
- Environment of Care, Life Safety, and Emergency Preparedness
- Hospital-CMS Systems Improvement Agreements ...the National Leader
- Emergency Department/ EMTALA
- Behavioral Health
- Infection Prevention
- Patient Safety
- Process/Policy Simplification
- Streamlined Health Records
- Process Implementation
- Quality Monitoring and Improvement

Integration with other best-in-class consulting services offered by Chartis

**SIMPLIFY & COMPLY**

© 2024 Chartis. All Rights Reserved.

6

**What is your role?**

- ? Environmental Safety Officer
- ? Facilities / Plant Operations / Environment of Care
- ? Patient Safety Officer / Risk Manager
- ? Accreditation/Regulatory Compliance
- ? Chief Quality Officer
- ? Other Executive Leader
- ? Other

7

---



---



---



---



---



---



---



---



---



---

**TODAY'S DISCUSSION**

Addressing common vulnerabilities in the hospital environment



**Lori Dinney, MS, CHSP, PE**  
*Senior Consultant  
Engineering & Life Safety*



**Steve MacArthur, CSHA**  
*Senior Consultant  
Clinical Compliance and High Reliability*



**Lisa Eddy MSN, MHA, RN, CPHQ**  
*Vice President  
Clinical Compliance and High Reliability*

“  
**Keeping up with Change**  
”

**Planning for Tomorrow**  
”

8

---



---



---



---



---



---



---



---



---



---

**Who is your primary accretor?**

- ? The Joint Commission
- ? The Accreditation Commission for Health Care (ACHC)
- ? Det Norske Veritas (DNV)
- ? Center for Improvement in Healthcare Quality (CIHQ)
- ? Not Accredited
- ? Other

9

---



---



---



---



---



---



---



---



---



---

**Objectives**  
Attendees will be able to ...

- ✓ Focus survey preparations on the most commonly-cited challenges in the physical environment: Fire and Life Safety, Environment of Care, and Emergency Management
- ✓ Anticipate changes you may experience in your next survey
- ✓ Implement practical approaches to daunting environmental challenges

Handouts will be linked to the Chartis Website for post-webinar streamers.

© 2024 Chartis. All Rights Reserved. 10

10

---

---

---

---

---

---

---

---

---

---

**TODAY'S Agenda**

- 01 Changes in the hospital survey process: what is new, what is continuing
- 02 Hot Spots: Fire and Life Safety
- 03 Hot Spots: Environment of Care and Emergency Management
- 04 Conversation / Q & A

Questions should be posted in the webinar interface throughout the presentation. We will respond to any unanswered questions in writing following the webinar.

11

11

---

---

---

---

---

---

---

---

---

---

Overview ... the evolving survey process

12

12

---

---

---

---

---

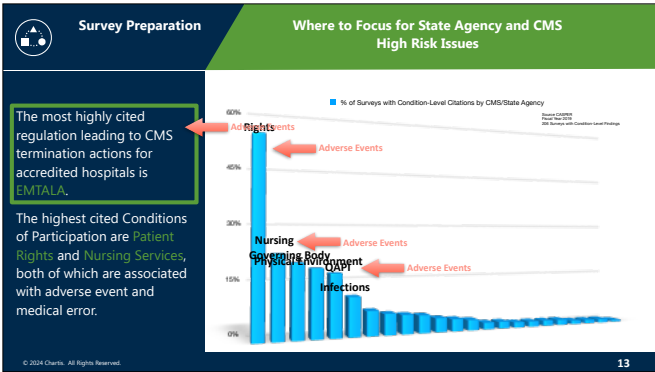
---

---

---

---

---



13

---

---

---

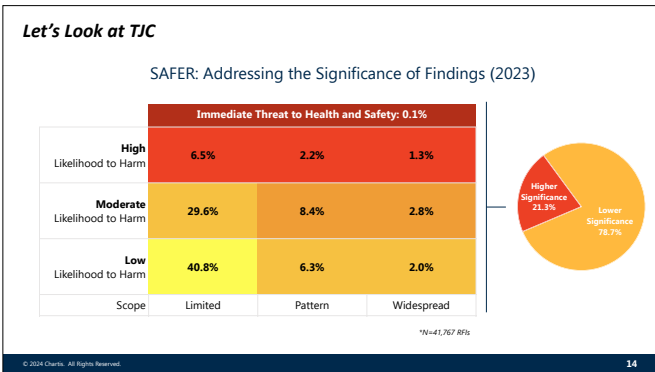
---

---

---

---

---



14

---

---

---

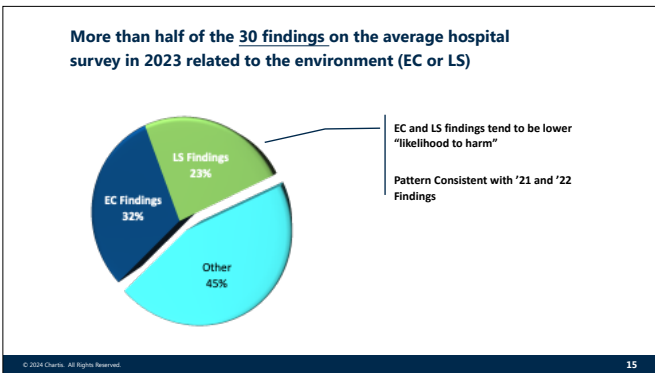
---

---

---

---

---



15

---

---

---

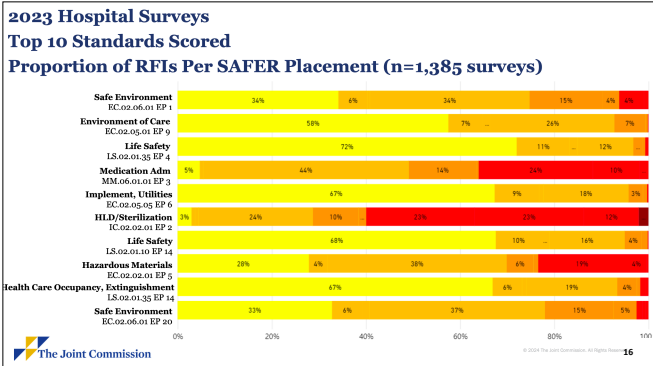
---

---

---

---

---



16

---

---

---

---

---

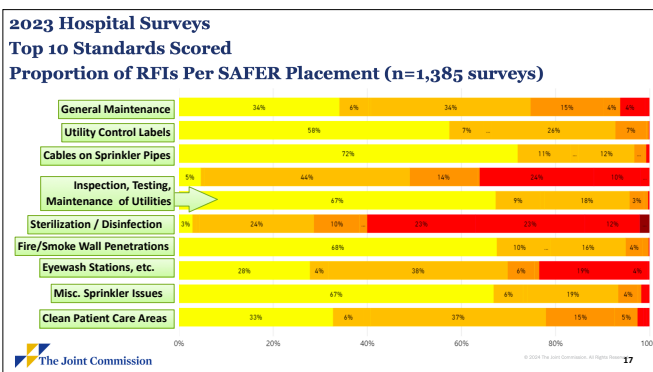
---

---

---

---

---



17

---

---

---

---

---

---

---

---

---

---

### Recent Developments

- Clinical surveyors evaluating LS and EC standards in free-standing business occupancies.
- SAMPLE Validation Surveys are now "concurrent" using CMS consultants rather than State Agency surveyors.
  - More use of consultants by CMS instead of State Agency surveyors
- New Infection Prevention and Control Requirements:
  - CMS: Recent (February 2020) Infection Prevention and Control and Antibiotic Stewardship Condition of Participation
  - TJC: New (July 2024) Infection Control standards
- Many (many) state agency "terminations" on behalf of CMS ... (trend in sterilization and disinfection)
- CMS insists on less pre-survey notification by accreditors (none whatsoever).
- CMS insists on unannounced complaint investigations by accreditors for significant allegations.
- TJC may be backing off of "ligature resistance" to align with CMS's recent easing (we'll see).

See Next Month's Free Webinar: A DEEP DIVE into Infection Prevention Vulnerabilities  
Basic Cleaning and Maintenance

© 2024 The Joint Commission. All Rights Reserved. 18

18

---

---

---

---

---

---


---

---

---

---

Life Safety Code Hot Spots



**Lori Dinney, MS, CHSP, PE**  
Senior Consultant  
Engineering & Life Safety

19

19

---

---

---

---

---

---

---

---

---

---

**Many ways to perish during Life Safety regulatory surveys!**

- 2023 LS survey trends
- Life Safety Drawings
- Barrier management
- Fire alarm systems
- Fire suppression systems
- Integrity of egress
- Utilization of space

Many of the findings relating to Life Safety Code compliance are found "backstage" and benefit from a focused approach to identifying deficiencies.

© 2024 Church. All Rights Reserved. 20

20

---

---

---

---

---

---

---

---

---

---

**Life Safety Code: Sticky Wickets (1 of 2)**

**Trends**

- Penetrations
- Open junction boxes
- Fire/smoke barrier/hazardous areas doors
- Items laying on sprinkler pipes
- Egress obstructions

**Life Safety Drawings**

- Updated architectural backgrounds
- Accurate occupancy designations
- Rooms correctly identified
- All required items

© 2024 Church. All Rights Reserved. 21

21

---

---

---

---

---

---

---

---

---

---

## Life Safety Code: Sticky Wickets (2 of 2)

### Barrier Management

- Fire barriers
- Smoke barriers
- Corridor walls
- Hazardous areas
- Ceiling membranes

### Fire Alarm Systems

- Smoke detection
- Manual pull stations
- Audible/visual devices

### Fire Suppression Systems

- Sprinklers
- Wet chemical
- Halon/FM-200
- Fire extinguishers

### Integrity of Egress

- Corridor clutter
- Egress door obstructions
- Door locking mechanisms

22

---

---

---

---

---

---

---

---

---

---

## Environment of Care / Emergency Management Hot Spots



Steve MacArthur, CSHA  
Senior Consultant

23

---

---

---

---

---

---

---

---

---

---

### Perhaps NOT so hidden ...

- Behavioral Health
- Procedural & related spaces
- Hazardous Materials Risks
- "general" Environmental Concerns
- Everywhere patients receive care and/or services
- Emergency Management
- On-stage / back-stage

The focus of much of the regulatory survey process is "out" in the environment itself – less talking and more walking!

24

---

---

---

---

---

---

---

---

---

---



