

# CASE STUDY

Long-Term Partnership  
Enhances Safety Program  
Efficacy and Compliance



# CLIENT

A Midwest regional hospital with 350+ beds.

## BACKGROUND & CHALLENGES

The client organization has been working with **The Greeley Company** for over eight years to support their physical environment survey readiness activities. The organization has faced increasing attention on the management of the physical environment by The Joint Commission, CMS, and state regulatory agencies. It has also become a rather complex organization, having recently purchased and merged with two smaller community hospitals in the region. The organization continues to work with Greeley, recognizing the value provided by having an “external” member of their team assisting them in maintaining compliance and survey readiness.

The organization’s Director of Safety and Security commented that The Greeley Company “helps make the work fun, meaningful, and safety-culture based. [Greeley] has helped us work through many complex issues by providing extensive Joint Commission, CMS, OSHA, and Life Safety expertise.”

## GREELEY SERVICES & SOLUTIONS

As a member of **The Greeley Membership Program**—an extended, multi-layered service for clients seeking an ongoing partnership with Greeley—the organization experiences the types of benefits that come only from a long-term relationship with a trusted partner. The regular collaboration with Greeley’s expert advisors—both onsite and offsite—greatly enhance the efficacy of the organization’s safety program.

Over the years, the client and The Greeley Company have worked together to identify improvement opportunities and then implement strategies for making and sustaining improvements.

Specific examples of the types of collaborative work the client and Greeley have carried out include:

- **Mock surveys**, including follow-up reports on gaps and deficiencies identified
- **Onsite education & training**, such as a session on conducting risk assessments with an interdisciplinary group including safety, plant operations, and infection control

- **Assessment of the management of environmental conditions in surgery**, with discussion of upcoming developments in the area of legionella prevention
- **Post-survey clarification support** following a 2013 Joint Commission survey, which resulted in successfully overturning several findings
- **Evidence of Standards Compliance submittals** to ensure acceptance by the Standards Interpretation Group at Joint Commission
- **Review of committee minutes, management plans, and policies**—and subsequent revisions

Every time Greeley advisors visit the organization, there is a fair amount of facility touring—sometimes focused on the main hospital, other times focused on outpatient settings. During one such visit, the organization’s safety team and Greeley advisors were able to convince the staff in a recently acquired urological clinic that their process/environment for disinfection of equipment was putting themselves and their patients at risk. The clinic staff subsequently completed renovations on the space and report that the changes have not only improved the disinfection of equipment, but also increased patient and staff satisfaction.

## THE IMPORTANT ROLE OF GREELEY OFFSITE ASSISTANCE

In addition to onsite work, the client has depended and benefitted greatly from Greeley’s off-site availability to respond to their questions and needs. Access to Greeley’s consultants during survey and other critical activities has given the organization freedom to focus their efforts on other operational considerations, in recognition that Greeley “has their back” when it comes to compliance with the physical environment standards.

Greeley is seen as a trusted resource that is able to help the organization work through issues and problem solve remotely. Especially during 2013, their survey year, the organization used a considerable amount of the off-site advisory hours that are included as another benefit of The Greeley Membership Program to write their TJC clarifications and review/revise policies via e-mail and phone conversations.

As the client’s Director of Regulatory Compliance notes, Greeley “effectively engages staff at all levels that have diverse work responsibilities,” and is “able to convey information regarding the requirements of CMS and the Joint Commission in an understandable, logical manner while inspiring staff to promote patient and staff safety.”

Greeley's onsite and offsite partnership has given the organization true support in their compliance efforts and continues to position the organization well for sustained compliance and survey success.

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