Surveyors laud BMC, staff as JCAHO wraps up 4-day survey

BMC was the recipient of rave reviews from Joint Commission on Accreditation of Healthcare Organizations (JCAHO) surveyors, who completed a four-day, hospital-wide survey on Thursday.

"We did very well," says Elaine Ullian, BMC president and CEO. "This just goes to show what we have known all along — that BMC is an excellent hospital.

"The surveyors were very impressed with how fast the medical center has come together in just 23 months."

According to Ullian, BMC received the ultimate compliment when one of the surveyors referred to the hospital as "where I would come to receive my health care."

As part of the JCAHO accreditation process, a team of surveyors conduct a hospital-wide evaluation every three years. The survey evaluated all inpatient and ambulatory care services and the hospital's licensed health centers.

At an all-staff meeting following the completion of the survey, Richard Moed, BMC executive vice president and COO, reported that the surveyors had several recommendations for improvements. The surveyors also praised the hospital, calling it a "top-rated" organization and said they "sensed the spirit and pride of each employee."

"This was truly a team effort," says Moed. "Thanks to the efforts of all of our employees, we showed the surveyors how BMC works together at every level to care for our patients."

According to Moed, the surveyors were especially pleased with the performance improvements at the hospital and with the safe environment of care provided to patients — the hospital's safety record was excellent.

"The JCAHO is an important measurement tool in evaluating a hospital," says Jonathan Woodson, MD, associate chief medical officer for Quality Improvement. "This successful survey affirms our commitment to providing high-quality patient care. All employees should be commended."

Both Moed and Ullian offered praise and gratitude to Denise Mehegan, director of Quality Improvement/Risk Management, for her exceptional efforts in ensuring that the hospital was prepared for the survey.

Mehegan praised all hospital employees, especially those in the Quality Improvement/Risk Management Department, who worked extremely long days leading up to the survey. "We have worked hard over the past several months to prepare the medical center for this survey," says Mehegan. "Each person's efforts contributed to the success of this survey."

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Though a major hurdle has been cleared with the completion of the inpatient and ambulatory care survey, the next step in the accreditation process will take place at the end of August when a home care survey occurs. The official results of the entire survey aren’t expected until the mid-fall.

To celebrate the successful JCAHO survey, a cake and ice cream party will be held on Wednesday, June 17, in the Kato Garden (behind the Administration Building), from noon to 3:30 p.m. A party for night shift employees will be held in the cafeterias on each campus, from 1 to 3 a.m.