

# SYSTOC<sup>®</sup> & JCAHO ACCREDITATION



SYSTOC features supporting  
**PROCESS IMPROVEMENT  
& JCAHO STANDARDS**

*Compliments of*



Occupational Health Research  
800.444.8432 • [www.systoc.com](http://www.systoc.com)

©February, 2004

# SYSTOC® Features Supporting Process Improvement & JCAHO Standards

## JCAHO sets the Standard

Today, the majority of occupational health programs are affiliated with a hospital and form part of a multi-clinic network consisting of two or more facilities. Increasingly, occupational health programs are participating in the JCAHO (Joint Commission on Accreditation of Healthcare Organizations) accreditation process of their parent hospital—either under Hospital or Ambulatory Care Standards. JCAHO is the nation’s principal standard-setter and evaluator, and JCAHO accreditation is required for Medicare and Medicaid reimbursement.

All Joint Commission standards are organized into two primary areas: Patient-Focused and Organizational Functions. Each functional area has standards, rationales, and elements of performance.

### Patient-Focused Functions

- Ethics, Rights, and Responsibilities
- Provision of Care, Treatment, and Services
- Medication Management
- Surveillance, Prevention, and Control of Infection

### Organizational Functions

- Improving Organizational Performance (PI-Performance Improvement)
- Leadership
- Management of the Environment of Care (Safe Work Environment)
- Management of Human Resources
- Management of Information

## Purpose of this Report

This document is based on the Standards for Ambulatory Care 2004 published by the Joint Commission on Accreditation of Healthcare Organizations. We hope this document will help clinics utilize the SYSTOC software to support their JCAHO accreditation efforts by identifying SYSTOC functions, reports, and features that directly or indirectly support JCAHO functional areas, standards, rationale, and elements of performance statements. In many cases, SYSTOC features and reports support more than one standard, which is very acceptable from a JCAHO perspective. How you comply is not nearly as important as the fact that you do comply, which also means that manual processes can meet the standards—they do not necessarily have to be computerized.

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Ethics, Rights, and Responsibilities</b></p> <p><b>RI. 1.10–RI. 3.10</b></p> <p><b>Identifying patient information, diagnosis, reason for visit, employer, etc., are protected</b></p> <p><b>Organization employs ethical behavior in its treatment, services, and business practices</b></p> <p><b>Individual rights are respected, including:</b></p> <p><b>Right of patient to be informed of caregiver, treatment options, and right of refusal</b></p> <p><b>Right to give informed consent</b></p> <p><b>Right to effective communication</b></p> <p><b>Right to have complaints resolved</b></p> <p><b>Right to be free from abuse</b></p> <p><b>Right to pain management</b></p>	<p>Informed consent documented</p> <p>Confidentiality</p> <p>Privacy</p> <p>Security</p> <p>Effective communication</p> <p>Cultural, psychosocial, spiritual, and personal values, beliefs, and preferences are respected</p> <p>Cost of care: organization avoids duplication of services, reviews frequency and appropriateness of treatments; bills the appropriate recipient; patients are informed of their financial responsibility</p> <p>Pain is recognized and managed effectively; education about pain management is provided</p>	<p>Security levels determine access to data</p> <p>F11 key locks screen to protect confidential information</p> <p>Warning flags alert staff to personal values, beliefs, and communication needs that impact care</p> <p>Scheduling and registration processes are standardized</p> <p>Patient information is cross-checked to verify correct patient</p> <p>Pain measurement at each visit documented</p> <p>Medication screen records medication dispensed at each visit</p> <p>Orders can store special billing instructions and are not billed until they are marked “done”</p> <p>Consents and other forms are documented and can be printed</p> <p>Consent flag on injury screen controls whether injury data appear in certain reports</p> <p>Privacy case flag on injury/illness screen</p> <p>Digital signature on electronic medical record (version 7.2)</p> <p>Client account and multiple billing addresses ensure appropriate billing of companies, guarantors, or insurers, with the WC bill going to the correct recipient, not the patient</p>	<p>SCHEDULING UTILIZATION shows available capacity by provider</p> <p>FLOW SHEETS permit the clinic to prepare staff/resources for patients coming in the next day</p> <p>PATIENT LOG lists patients and totals by date and treating provider</p> <p>MEDICAL HISTORY</p> <p>PRESCRIPTION HISTORY</p> <p>CQI TIME STATS SCHEDULING tracks average exam time and average total time patient was in clinic</p> <p>CLAIM SUMMARY INVOICE summarizes all charges for one injury for one patient; helpful to patients or payers tracking cost of care for one injury</p> <p>INVOICE SUMMARY BY PATIENT summarizes all charges for a patient for any date range</p> <p>OSHA 300 LOG, SHARPS LOG, etc., suppress patient name for privacy cases</p> <p>SECURITY AND PERMISSIONS</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p><b>Provision of Care, Treatment, and Services</b></p> <p><i>PC. 1.10–PC. 16.60</i></p> <p><b>Organization defines its scope of services according to its ability to provide services</b></p> <p><b>Organization defines the data to be collected at entry to program</b></p> <p><b>Qualified staff assess the patient needs within the scope of practice</b></p> <p><b>Patients are reassessed as needed</b></p> <p><b>Diagnostic testing is ordered as indicated</b></p> <p><b>Appropriate plan of care established</b></p> <p><b>Interdisciplinary care is delivered</b></p> <p><b>Appropriate education and training are given</b></p> <p><i>continued</i></p>	<p>Assessment includes collecting and analyzing defined data</p> <p>Care decisions are based on data analysis</p> <p>Interdisciplinary care plan developed and evaluated</p> <p>Goals of care, treatment, and services are revised as necessary</p> <p>Assessment and measurement of pain recorded</p> <p>Updates recorded at time of revisit</p> <p>Relevant information provided for diagnostic testing as necessary</p> <p>Relevant patient information is shared to coordinate care</p> <p>Barriers to learning assessed and communicated across the disciplines providing care</p>	<p>Verification of reason for visit and matching of staff certification and service representation to delivery of appropriate services</p> <p>Comprehensive forms for on-screen, interactive patient assessment (version 7.2)</p> <p>Treatment data and medical chart</p> <p>Work restrictions standardized</p> <p>Medications, allergies, pre-existing condition history</p> <p>Client-specific procedures facilitate services to be performed with directives to the staff</p> <p>Documented orders show who completed the order and when</p> <p>Ability to add services (orders) as needed during visit</p> <p>Store pain rating for each visit</p> <p>Ability to track patient’s location during the visit process (7.2)</p> <p>Ability to track services whose result is pending completion</p> <p>Use of patient instruction forms</p> <p>Ability to identify abnormal test results or “shifts” in health over time such as audio, PFT, etc.</p> <p>Ability to track patient status during the visit (7.2)</p> <p>Use of reports and tracking tools to educate employers about safety and prevention</p>	<p>FLOW SHEETS contain orders and reason for visit</p> <p>PATIENT STATS SCHEDULING tracks canceled appointments and no-shows; helps establish organizational-specific processes for follow-up</p> <p>APPOINTMENT PHONE CALLS or RECALL PHONE CALLS (depending on how the software is used) provides a list for necessary follow-up</p> <p>MISSED APPOINTMENTS LIST tracks missed injury/illness appointments</p> <p>MISSED APPOINTMENTS LETTER</p> <p>PATIENT ORDERS TRACKING shows orders at all stages of completion and triggers review of missing items</p> <p>Drug testing, screening, and employee health reports monitor and report results</p> <p>PRESCRIPTION</p> <p>PRESCRIPTION HISTORY</p> <p>HEALTH RISK ASSESSMENT</p> <p>PATIENT IMMUNIZATION RECORD</p> <p>INJURY LIST and INJURY COUNT</p> <p>TREATMENT PLAN</p> <p>OPEN CASES allows review of all patients with open treatment plans</p> <p>CASE MANAGER REVIEW</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <i>Provision of Care, Treatment, and Services continued</i></p> <p><b>Identified pain treated or referred for treatment</b></p> <p><b>Life threatening emergencies are managed according to policy</b></p> <p><b>Ongoing needs after discharge or transfer are addressed</b></p> <p><b>Waived testing results are used in patient care, treatment, and services according to policy</b></p>		<p>Ability to check OSHA standards and screening requirements for any chemical in the software</p> <p>Discharge information for employer includes notification of limited duty or off-work status, referral, and other pertinent information</p> <p>Automatic or deliberate recall</p> <p>Optional direct data sharing among linked clinics</p> <p>Authorize/monitor referrals to rehab and other ancillary service referrals</p> <p>Referral physician, appointment time, and date can be recorded in database</p> <p>Ability to manage and track referral services while still maintaining control of the case</p> <p>Query cases by various selection criteria</p> <p>Educational information in SYSTOC (OSHA, patient instructions) and at <a href="http://www.systoc.com">www.systoc.com</a> (which also includes links to other resources)</p> <p>iSYSTOC provides secure Internet access for providers, insurers, and employers with rights to view specific data</p> <p>Orders provide a comprehensive record of services for any patient/time period, and can be used for Tracer methodology; in version 7.2, the Visit History tab also performs this function</p>	<p>LAB TEST TRENDS</p> <p>LAB RESULTS LETTER</p> <p>REFERRAL informs the new physician of the patient demographics, injury, and reason for referral</p> <p>REFERRAL LIST and REFERRAL COUNT</p> <p>RECALL LISTS</p> <p>CQI INJURY COMPLIANCE REPORT</p> <p>CQI INJURY TRACKING</p> <p>CLOSURE ID REPORT</p> <p>DISCHARGE SUMMARY REPORT provides instructions to patient and work/home restrictions</p> <p>INJURY MANAGEMENT REPORT</p> <p>INJURY TREND ANALYSIS</p> <p>OSHA 300 LOG</p> <p>OSHA FORM 301</p> <p>SHARPS LOG</p> <p>COMPANY MANAGEMENT SUMMARY</p> <p>APPROVAL AUTHORIZATION REPORT</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Medication Management</b></p> <p><i>MM. 1.10–MM. 2.4</i></p> <p><b>Minimum amount of information available for medication processing</b></p> <p><b>Medications selected and listed based on criteria</b></p> <p><b>Clearly written medication orders; transcribed clearly</b></p> <p><b>Prescription or medication orders reviewed for appropriateness</b></p> <p><b>Accurate and safe medication administration</b></p> <p><b>Monitoring of medication effects</b></p> <p><b>Actual or potential adverse drug events managed</b></p>	<p>Minimum information includes patient’s age, sex, current medication, diagnosis, co-morbidities, relevant lab values, allergies, and past sensitivities</p> <p>Selected medications are listed and dispensed according to criteria</p> <p>Medication order’s required elements are present</p> <p>Medications are dispensed and administered safely</p> <p>Medication effectiveness is monitored</p>	<p>Information available in patient file</p> <p>Allergies and conditions listed</p> <p>Pain, ROM, and restrictions are monitored</p> <p>Detailed information on available medications can be stored, including general instructions and dosage instructions</p> <p>All current and past medications can be stored on Medical History screen, including medications the patient describes vaguely (version 7.2)</p> <p>Computerized prescription eliminates handwriting errors</p> <p>Any reactions reported by patient can be recorded</p>	<p>MEDICAL HISTORY</p> <p>PATIENT ORDERS TRACKING</p> <p>PRESCRIPTION</p> <p>PRESCRIPTION HISTORY</p> <p>DISCHARGE SUMMARY REPORT</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Surveillance, Prevention, and Control of Infection</b></p> <p><i>IC. 1.10–IC. 6.20</i></p> <p><b>Coordinate processes to lower the risk and prevent the occurrence of infection; break the chain of transmission; improve safety of staff, patients, and visitors</b></p> <p><b>Surveillance activities include patients and staff</b></p> <p><b>Infection control process is supported by management systems</b></p>	<p>Surveillance: collect data to identify trends</p> <p>Identify problems, problem areas, or trends</p> <p>Policies and procedures to prevent occurrence and spreading of infections</p> <p>Reporting as required by law, e.g., CDC</p>	<p>Screening</p> <p>Exposures</p> <p>Testing</p> <p>Jobs rated for infection and toxin exposure risks</p> <p>Units permit monitoring various physical locations rather than departments</p> <p>Employee health</p> <p>Set up any series of events for automatic recall appointments</p>	<p>HEP VACCINATION STATUS</p> <p>TB COMPLIANCE</p> <p>TB STATUS REPORT</p> <p>TB RISK BY UNIT</p> <p>RECALL LIST</p> <p>COMPANY/PATIENT RECALL LETTER</p> <p>IMMUNIZATION LIST</p> <p>OSHA 300 LOG</p> <p>OSHA FORM 301</p> <p>SHARPS LOG</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Improving Organizational Performance</b></p> <p><b>PI. 1.10–PI. 3.20</b></p> <p><b>Monitor performance through the collection and analysis of data and evaluate any undesired trends</b></p> <p><b>Design a planned, systematic approach to improve performance by focusing on outcomes of care, treatment, and services, including the management of sentinel events</b></p>	<p>Efficacy (achieve desired outcome)</p> <p>Appropriateness/utilization</p> <p>Timeliness</p> <p>Effectiveness (provided in correct manner and match diagnosis)</p> <p>Continuity</p> <p>Safety</p> <p>Efficiency</p> <p>Care and respect</p> <p>Current performance levels, patterns, or trends are identified</p> <p>Statistical tools are used for analysis of data</p> <p>Data used to improve processes</p>	<p>Ability to collect data on patient wait time and duration of visit</p> <p>Procedures ensure consistency</p> <p>Ability to move responsibility for orders from one person or group to another according to pre-determined steps (version 7.2)</p> <p>Reconciliation of flow sheets with entered data</p> <p>Ability to track whether or not an order was done, and by whom</p> <p>Query Cases</p> <p>Utilization of services</p> <p>LabLink™ automates moving drug test results from laboratory to SYSTOC</p> <p>Electronic billing (OHRBill™) improves billing efficiency and payment time</p> <p>iSYSTOC™ enables companies and insurers to monitor patient status electronically</p>	<p>SCHEDULING UTILIZATION</p> <p>PATIENT STATS SCHEDULING</p> <p>PATIENT ORDERS TRACKING</p> <p>PRESCRIPTION HISTORY</p> <p>MEDICAL HISTORY</p> <p>DRUG SCREEN TRACKING REPORT</p> <p>DRUG AUDIT LOG</p> <p>DRUG TESTING SUMMARY</p> <p>CQI TIME STATS SCHEDULING</p> <p>CQI AUDIOGRAM REPORT</p> <p>CQI INJURY COMPLIANCE REPORT</p> <p>CQI INJURY TRACKING</p> <p>INJURY TREND ANALYSIS</p> <p>CASE MANAGER REVIEW</p> <p>OPEN CASES</p> <p>ANALYSIS OF INVOICES</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p><b>Leadership</b></p> <p><i>LD. 1.10–LD. 5.8</i></p> <p><b>Follow applicable licensure, laws, rules, and regulations</b></p> <p><b>Plan and design services to respond to community and patient needs</b></p> <p><b>Integrate, coordinate, and communicate as necessary to provide services</b></p> <p><b>Improve organizational performance and healthcare outcomes</b></p> <p><b>Use clinical practice guidelines and evaluate outcomes</b></p>	<p>Plan of governance</p> <p>Uniform patient care standards</p> <p>Use of clinical practice guidelines</p> <p>Outcomes evaluated relative to guidelines</p> <p>Quality control programs</p> <p>Effective communication of relevant information throughout organization, and as needed with outside organizations and patients</p> <p>Hire qualified staff</p> <p>Education of staff</p> <p>Patient education</p> <p>Provide information systems and data management processes for ongoing PI</p> <p>Measure effectiveness of PI</p>	<p>Monitoring of scheduling capacity to verify need for additional providers/staff</p> <p>Monitoring of service times for patients</p> <p>Procedures provide consistency; company-specific procedures</p> <p>Interactive injury forms permit standardization (version 7.2)</p> <p>Patient discharge instructions</p> <p>Series recalls</p> <p>Query closed cases by date to identify cases for review</p> <p>Maintenance files record staff certifications/MD training to match training to the services requested</p> <p>Monitor frequency of services to verify correct resource allocation, e.g., staff, hours of operation, equipment, etc.</p> <p>Ability to standardize fee schedule or create discounts in response to customer needs</p> <p>SYSTOC tutorial for staff training</p> <p>Resources at <a href="http://www.systoc.com">www.systoc.com</a></p>	<p>SCHEDULING UTILIZATION shows available capacity by provider</p> <p>PATIENT STATS SCHEDULING</p> <p>CQI TIME STATS SCHEDULING allows you to track average exam time and average total time patient was in clinic</p> <p>OPEN CASES</p> <p>CASE MANAGEMENT REPORT</p> <p>INJURY TREND ANALYSIS</p> <p>BILLING ORDERS TRACKING REPORT</p> <p>RECONCILIATION REPORT</p> <p>ANALYSIS OF INVOICES</p> <p>CLOSED CASES</p> <p>TB COMPLIANCE</p> <p>MRO CCF REVIEW</p> <p>SECURITY AND PERMISSIONS</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Environment of Care</b></p> <p><i>EC. 1.10–EC. 9.3</i></p> <p><b>Provide for a safe, functional, and effective Environment of Care</b></p> <p><b>Identify and manage security risks</b></p> <p><b>Reduce and control environmental hazards</b></p> <p><b>Prevent accidents and injuries</b></p> <p><b>Maintain safe conditions for staff, patients, and visitors</b></p>	<p>Planning for space, equipment, and resources</p> <p>Management plans established for: safety, security, hazardous materials, waste management, emergency, fire, utilities, and medical equipment</p> <p>Staff are educated about Environment of Care</p> <p>Develop standardized indicators to measure staff and organizational performance</p>	<p>Equipment file retains critical information regarding medical equipment and its maintenance</p> <p>Security/permission rights to SYSTOC assigned to staff as needed and monitored</p> <p>Rights provide varying levels of access, from view-only to ability to delete data</p> <p>F11 key locks screen when patient is alone in room</p> <p>Job Ratings</p> <p>Job Toxins file indicates which chemicals are used on the job</p> <p>OSHA file gives the toxicity ID codes, standards, and screening requirements for any chemical in the OSHA table</p> <p>Resources at <a href="http://www.systoc.com">www.systoc.com</a></p>	<p>If performing employee health services, company-specific reports on injuries, immunizations, trends, etc., can be used to support this function</p> <p>See list of reports in Surveillance, Prevention, and Control of Infection section</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Management of Human Resources</b></p> <p><i>HR. 1.10–HR. 4.50</i></p> <p><b>Adequate number and mix of staff</b></p> <p><b>Qualifications are consistent with job responsibilities</b></p> <p><b>Orientation for staff provided appropriately</b></p> <p><b>Staff can articulate their roles and responsibilities relative to safety</b></p> <p><b>Competency improved through education and training</b></p>		<p>Medical staff file contains required information</p> <p>Certifications are listed</p> <p>Schedule can document orientation and training time</p> <p>Tasks and procedures can be implemented for standardizing training steps</p> <p>Forms can be attached to tasks for training documents or tests (PDF forms in version 7.2)</p>	<p>MEDICAL STAFF DIRECTORY</p> <p>APPOINTMENTS SCHEDULE</p> <p>FORM PRINT</p> <p>SECURITY AND PERMISSIONS</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <b>Management of Information</b></p> <p><i>IM. 1.10–IM. 6.60</i></p> <p><b>Design information management system to meet needs, both internal and external</b></p> <p><b>Information from IM system used for decision making</b></p> <p><b>Privacy, security, confidentiality, and data integrity are maintained</b></p> <p><b>Information resources are available, current, and authoritative</b></p> <p><b>Complete and accurate medical record with appropriate information for every individual assessed</b></p> <p><b>Procedures are documented</b></p> <p><i>continued</i></p>	<p>Information flow includes storage</p> <p>Privacy, security, and integrity of information maintained</p> <p>Storage and retrieval systems</p> <p>Data transformed into useful information for decision making</p> <p>Trending of data available for PI, IC, and patient safety</p> <p>Timely and accurate data</p> <p>Access to knowledge-based information</p> <p>Medical record maintained; entries by authorized staff, standardized formats, and sufficient information to identify patient, support diagnosis, and justify care</p> <p>Entries dated and signed by author</p>	<p>Medical History screen lists all diagnoses, procedures, drug allergies, medications, immunizations, and vitals in reverse chronological order</p> <p>Remote locations can share common files</p> <p>Over 150 standard reports support consistency</p> <p>Access to information is controlled by comprehensive security system</p> <p>Create or edit data entry forms for electronic medical record and sign digitally or electronically for approval (version 7.2)</p> <p>Attach faxes or scanned files to the medical record as PDFs (7.2)</p> <p>Visit History tab in Clinical Work Area provides complete SYSTOC medical record in reverse chronological order (7.2)</p>	<p>See reports in Leadership section—they all demonstrate aspects of compliance with this standard</p> <p>SYSTOC is data-driven and can generate standard as well as customized reports that can collect, track, and report on:</p> <ul style="list-style-type: none"> <li>• Patient data</li> <li>• Employer data</li> <li>• Insurance carrier data</li> <li>• Missed appointments</li> <li>• Outcome reports</li> <li>• Financial reports</li> <li>• Company requirements</li> <li>• Orders</li> </ul> <p>Depending on what you have identified for your Process Improvement (PI), you may be able to design a custom report or series of SYSTOC reports that will monitor your PI</p> <p>REFERRAL includes appropriate medical information</p> <p>Any PDF form can be printed to use as a report (7.2)</p> <p>TREATMENT MEMO HISTORY stores complete record of changes to treatment medical record with date, time, and person making the change</p> <p>SECURITY AND PERMISSIONS</p>

JCAHO Standards	Functional Areas	SYSTOC Features	SYSTOC Reports
<p>▶ <i>Management of Information continued</i></p> <p><b>A summary list of diagnosis, procedures, drug allergies, and medication is included in the medical record of patients receiving continuous ambulatory care</b></p> <p><b>Access to relevant information is available when needed for care, treatment, and services</b></p>		<p>Work flow sequences for orders ensure that signature step is not forgotten (version 7.2)</p> <p>Chart Box section contains all records needing follow-up (7.2)</p> <p>“Staple” multiple charts together into a single PDF and transmit by fax to company or insurer (7.2)</p> <p>Search medical record by patient, company, date, or task (7.2)</p>	

Why • Client-company oriented • Injury tracking • Specialized billing  
Occupational • Appointment scheduling • Case management  
Health • Outcomes reporting • Financial reporting • Electronic Medical Record  
Software? • Quality assurance • Regulatory compliance



## Occupational Health Research

"...the OHR staff is part of our team, not just a vendor. I especially appreciate their continuous process improvement philosophy—their programmers listen, Tech Support is responsive, and the regional utilization specialist is terrific."

— C. Dial  
Fort Worth, Texas

Occupational Health Research has been providing innovative software and services for occupational health professionals since 1981.

Visit us on the Internet at [www.systoc.com](http://www.systoc.com) and discover a world of occupational health resources:

- News & Analysis
- Resource Links
- User Forum for Customers
- Treatment Algorithms/Protocols
- Find a Provider
- Job Postings
- *Occupational Health Tracker* Journal
- *Inside SYSTOC* Newsletter
- Policy and Procedure Manuals

800.444.8432 • [www.systoc.com](http://www.systoc.com)