

Call to the Joint Commission Sentinel Event Hotline: 630-792-3700

May 21, 2015

JC: Hotline, may I help you?

TAMMM: Yes, hi, I was wondering if you knew if this is the same line to report a Sentinel Event at a JCI hospital.

JC: Yes it is.

TAMMM: Okay, so one in the same, right, for either way?

JC: Yes.

TAMMM: Okay, and can a patient report an event directly to you, the JC/JCI, or must the JCI hospital make the report?

JC: If it is a patient, the general public, a relative, a friend, I can show you how to report what you feel is a Sentinel Event through our website.

TAMMM: Okay. There's a portal there?

JC: Yea, there's a portal there. And if you just Google "Joint Commission" it should come up and I can direct you where to find it.

TAMMM: Yea, that would be great. I'd like to know for now, and then I'm doing some research about a past Sentinel Event, and I can't figure out how to get any report from what happened. So, I don't know if you're the same person, but we'll take this one thing at a time. Okay, so just go to the regular jointcommission.org website?

JC: Are you near a computer now?

TAMMM: Yes, I'm doing that right now with you.

JC: Okay.

TAMMM: And so I'm on the website.

JC: And I'm going to get there too, so I don't misdirect you, soon as my computer will...

TAMMM: Okay.

JC: Okay. So if you hover over Topic...

TAMMM: Right, and then Sentinel Event...

JC: No, you don't want to do that. Stay where you're at, stay on the homepage.

TAMMM: Okay.

JC: Do you see where on the right hand side it says Action Center?

TAMMM: Yes.

JC: And then the fourth bullet down it says [Report a Patient Safety Event](#).

TAMMM: Ah, okay, great.

JC: Click on that to add your information.

TAMMM: Let me write this down, too. Okay, report a patient safety event. Okay great.

JC: You just click on that and it should open up for you.

TAMMM: Submit an update to your incident, and so on and so forth. Okay, is there like a form there? Let me just look at the form and make sure. Great, so this is the same one for a hospital overseas.

JC: Say that again?

TAMMM: I was just saying...

JC: Is this for a hospital overseas?

TAMMM: Yes, that is what I was asking. See, this won't let me do it except for the United States. I was asking for a **JCI** Sentinel Event.

JC: Ahhhh, International.

TAMMM: Yes, yea, sorry.

JC: I'm sorry. That is a good question and I'm not sure how to answer that one. Ummm...

TAMMM: Okay.

JC: Let's see.

TAMMM: If you go, let's... on the Joint Commission International website I didn't see the same thing.

JC: You could ask Standards Question and they could be able to refer it better.

TAMMM: Now, who is that?

JC: Oh, that's not a Standard's Question, though.

TAMMM: No. It would like a death at a hospital in another country, a **JCI** accredited hospital there.

JC: Joint Commission International.

TAMMM: Right, and I'm on their website but I don't see the same kind of thing.

JC: Okay.

TAMMM: There is a contact **JCI**, [report a Quality and Safety Issue](#).

JC: That's where you want to do it, right there.

TAMMM: But this is not the same as a Sentinel Event and there is just, send an email...

JC: Well, that process, I don't handle that, I don't know if they do, but the information you just read to me, that would be the best way to go. To my knowledge, Joint Commission International does not have a process for reporting a Sentinel Event.

TAMMM: Doesn't that seem strange to you?

JC: Ummm...

TAMMM: I mean, that would be the most, you know, critical thing for American patients being treated abroad, right?

JC: Well, I don't think that the Joint Commission International is set up the same way it would be here in the United States.

TAMMM: Oh.

JC: The standards are not the same. The standards are different. It's a totally different manual.

TAMMM: Okay. So the accreditation, really, when it's a **JCI** accredited hospital, let's say in, you know, Costa Rica or you know, anywhere else, that's not really the same as a **JC** accredited hospital here.

JC: Correct.

TAMMM: Oh, it makes it seem like it is though.

JC: Well, it's international, so...

TAMMM: Yes, but then why...

JC: The licensures and all kind of things would be, it's a different entity, it's a whole different arm of our company. We have four arms of our company, it is one arm of the company, Enterprise-wide.

TAMMM: Right, actually the **JCI**, I think, is a DBA of the **JCR**. The Resource Center.

JC: Wait, wait, wait. So we have the Enterprise. And under the Enterprise we have the Joint Commission that resides, you know, in a suburb of Chicago. Then we have the Center for Transforming Healthcare. Then we have Joint Commission Resources that has publications and consultants and then we have Joint Commission International.

TAMMM: Right, but...

JC: There are four separate companies within one umbrella, so to speak.

TAMMM: Well, but they have their own non-profit tax IDs, I mean, I'm just... besides...

JC: I'm sure they do.

TAMMM: Besides how it's structured, I mean, the Joint Commission International is a DBA, doing business as, of the Joint Commission Resources. But the Resources...

JC: No, no, no, no, no, no, no. I don't believe so. Not to my understanding, it's a separate entity.

TAMMM: Well, no if you look at the form 990 tax return...

JC: I don't know what it means in terms of taxes. I only know what it means in terms of looking at patient safety issues.

TAMMM: Okay, got you.

JC: I don't know what it means in terms of tax returns. I'm a nurse, I'm not an accountant.

TAMMM: Oh, I'm sorry. Okay, well anyway the problem is there really is no way to report a Sentinel Event at a **JCI** hospital, that you know of.

JC: That... well, when you just mentioned the Joint Commission International, it had an area for you to report a Patient Safety Event. Correct?

TAMMM: Well, it's not a Patient Safety Event. It says report a Quality and Safety issue. That's something... it doesn't say anything about a patient.

JC: Well, that's what it's really referring to.

TAMMM: Okay. So all you do there is email this jciquality@jcrinc.com, I guess. That's the only way you can do it.

JC: Right. Is this a billing issue?

TAMMM: No, no. It's about a patient who died at a **JCI** hospital.

JC: Okay. So then you'd want to utilize that avenue, I think, to get some details on what happened.

TAMMM: Okay, as the patient, because the hospital... I can't find out whether or not the hospital is going to report it or not. That's what I...

JC: And they're not. They probably may or may not tell you, even an American hospital may or may not tell you.

TAMMM: That's right. So I was just hoping that a patient could go ahead on their own which, it seems like a patient can definitely through you, in America for American accredited hospitals.

JC: Yea, but it seems like Joint Commission International had an area to do it as well.

TAMMM: Yea, well just this email. You just have to summarize it, it says, and submit it by email.

JC: Okay.

TAMMM: Okay. Well thanks very much for your help.

JC: Okay. I'm sorry if I was confusing.

TAMMM: Yea, well, no it can get confusing.

JC: Okay, goodbye.

TAMMM: Good bye. Thanks so much.