

CSR[®]

Continuous Service
Readiness Program



Guiding the Way to Quality Care and Patient Safety

*Improving Operations and Outcomes
through Continuous Compliance with
Joint Commission Accreditation Standards*



**Joint Commission
Resources**

Helping You Achieve Continuous Compliance with Joint Commission Standards

Health care organizations striving to improve quality of care and promote patient safety don't have to go it alone. The Continuous Service Readiness (CSR) Program from Joint Commission Resources (JCR) provides the help and guidance member organizations need to achieve and maintain continuous compliance with Joint Commission Standards, National Patient Safety Goals, and Disease-Specific Care Certification requirements.

A membership-based consulting and education solution, CSR is designed specifically to help you advance quality of care and patient safety by improving systems and operations throughout your organization.

Created for both accredited and unaccredited organizations of all sizes, CSR puts the vast know-how and expertise of Joint Commission Resources right at your fingertips. Our knowledgeable consultants work closely with you and your staff to help your organization identify and eliminate system vulnerabilities, maintain standards compliance, and, ultimately, realize the competitive benefits of continuous performance improvement.

CSR serves all types of health care organizations and is also offered through state hospital associations to their member organizations.

A Cost-Effective Solution

The CSR program is a great value for health care organizations. For one reasonable price, you'll gain ongoing access to the expertise of a CSR consultant, who will provide both on- and off-site guidance and support, along with a whole package of other beneficial services that will help you achieve your goals.

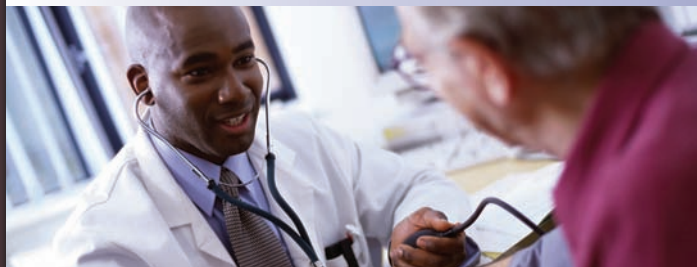


A Smart Solution for Your Organization

Consulting and education services provided by the CSR program are designed with you in mind, based on your needs, your challenges, and the unique way you do business. CSR consultants leverage their vast experience to assist members in advancing quality and patient safety within their organization. In addition, our customized program helps you achieve and maintain compliance with The Joint Commission Standards — one of the greatest benefits of participation. It's no wonder the CSR program enjoys a satisfaction rate of over 95%.

To Become a Member

We invite you to discover how CSR can help you achieve improvements to your systems and operations, and to the quality and safety of the care you provide. To learn more about this invaluable program, contact us at (630) 268-7452 or lskuteris@jcrinc.com today.



“The Continuous Service Readiness program has had a tremendous and very positive impact on our accreditation program. The audio conference and CSR workshops add many benefits and our team enjoys the variety of topics and expert speakers. This is one program our facility endorses and plans to continue in the future.”

Elizabeth J. York, RN, MSN, CEN
The Joint Commission Coordinator
The Methodist Hospital

Helping You Achieve Continuous Compliance with Joint Commission Standards

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Services Designed to Improve Operations and Quality of Care

- ▶ Customized on-site education and consulting on topics such as:
 - Updates on Joint Commission Standards
 - Unannounced surveys
 - Patient and system tracer methodologies
 - Periodic performance review
 - National Patient Safety Goals
 - Disease-Specific Care Certification
- ▶ A dedicated consultant provides ongoing telephone and e-mail support
- ▶ Educational workshops covering current issues, including:
 - National Patient Safety Goals
 - Medication management
 - Infection prevention and control
 - Updates on Joint Commission Standards and survey process
- ▶ Audio conferences on a range of important topics
- ▶ Networking opportunities, both online and at regional CSR-sponsored events
- ▶ Discounts on JCR consulting, audio conferences, education programs, publications, and eLearning
- ▶ CSR Compass newsletter
- ▶ Access to a CSR web site containing free resources and tools
- ▶ CSR members' advisory group helps shape the direction of the CSR program



CSR Program Impact

- ▶ Enables staff members throughout the organization to begin viewing accreditation standards not as a requirement, but rather as an opportunity to continuously improve patient care every day
- ▶ Engages senior leadership and increases their awareness and understanding of Joint Commission Standards
- ▶ Cross-fertilization of ideas among member organizations results in creative solutions to health care issues



"As a small community hospital with limited staff and resources, participation in the CSR Program has provided our organization with timely information and guidance to help us be prepared on an ongoing basis to comply with Joint Commission Standards, requirements, and the new survey process, including the Periodic Performance Review."

Susan M. Daley, RHIA, CPHQ
Director, Quality Management and Corporate Compliance
Oneida Healthcare Center



Joint Commission Resources (JCR), an affiliate of The Joint Commission, is the official publisher and educator of The Joint Commission.

1515 West 22nd Street, Suite 1300W
Oak Brook, Illinois 60523-2082
www.jcrinc.com

JCR is an expert resource for health care organizations, providing consulting services, educational services and publications to assist in improving quality and safety and to help in meeting the accreditation standards of The Joint Commission. JCR provides consulting services independently from The Joint Commission and in a fully confidential manner.

Please visit our website at www.jcrinc.com.