

# Assessor News

Issue 2

A Quarterly Publication

## Welcome to the dedicated Newsletter for JAG Assessors

This newsletter is designed with you in mind and will provide you with quarterly updates of JAG activities. If there is information not here that you feel should be or would like to know about, please [click here](#) to email me at the JAG.

Warren Lynch, JAG Manager

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### RECENT ISSUES

This section is dedicated to issues that have arisen in relation to feedback, or where JAG advice has been requested.

#### JAG Visit complaints

Two complaints have been received recently about Assessor behaviour and attitude from Units that have recently been visited. Whilst the vast majority of Assessors act with integrity and demonstrate a high level of expertise in their field, these incidents reflect badly on the JAG. Assessors are reminded that they should behave in a professional manner at all times whilst conducting JAG Visits.

#### Completion of 360 degree reviews

### From the JAG Chair

By Prof. Roger Barton

JAG has really been undergoing not just change but what can now only be described as wholesale upheaval, as the National Endoscopy programme comes to a close, and many of the activities pioneered by that revolutionary intervention are now being drawn into the fold of the JAG. Fortunately, we have the good offices of the tireless Debbie Johnston to help us here in the JAG Office. Debbie is working alongside Warren Lynch and his newly-strengthened team to try to ensure as seamless as possible a transition. We have also been working hard on both improving and integrating our multiple "web presences", and we hope you will notice a tangible difference in the near future.

### JAG Assessor Review Day – 9 October 2009

The latest JAG Assessor Review Day took place on 9 October 2009 at the Park Crescent Conference Centre, London with 21 Assessors in attendance. The Assessors were provided with presentations on the following areas:

- JAG Visit progress to date and future development plans
- QA of Units Working Group progress and future QA plans
- Assessor contracts and JAG Visit guidelines update
- JAG Visits website update and specific visit issues
- Quality of JAG Reports
- Workforce guidelines
- Decontamination update
- Privacy and Dignity (incl. same sex accommodation changes)
- GRS – changes made to the domains and checklist alignment
- 360 degree feedback
- JAG Visits – ongoing QA and possible light touch review

Debbie Johnston outlined how JAG was continuing to professionalise its operations with recently updated guidelines on JAG Visits, new Assessor contracts and the development of policies.

Warren Lynch highlighted the delay by some assessors in the submission of travel expenses and backfill claims, which are sometimes submitted many months after the visit. Assessors were advised that they would now be required to submit expenses and backfill claims **within 30 days of the JAG Visit date**.

John O'Donohue summarised important changes that had occurred recently following feedback from JAG Assessors and Units. These included: changes to the report structure with Key Actions now summarised at the end of each domain ie. Clinical Quality, Workforce,

It has been noted that some 360 degree reviews from recent JAG Visits are still outstanding. Assessors are reminded to complete this by clicking on the **Your JAG Visits** tab. Outstanding feedback is highlighted blue in the feedback column.

## DECONTAMINATION UPDATE

The BSG Decontamination committee met on 6<sup>th</sup> November to agree on the changes to the decontamination guidelines. These support the draft HTM-01-06 guidelines and include the following:

- Water bottles remain at low risk. All bottles either reusable or disposable should be changed after each session.
- 'Octopus' and other channel irrigation devices used for manual cleaning should be kept with the scope as a unique set
- Drying cabinets can be used for longer than 72 hours if validate evidence is provided to demonstrate the efficacy of this by the manufacturers
- Although the channels of scope should remain moist before reprocessing, it is acceptable to expel excess fluid from the scopes to prevent possible spillage onto the floor and minimise H&S risks to staff
- Specific detergents will not be mentioned in the guidelines for manual cleaning, however all detergents should be used using the correct ration of water and detergent and correct temperature if required.
- Off-campus reprocessing is not recommended at the current time.
- The HTM-01-06 is not likely to be published before early 2010.

## UPCOMING DATES

### JAG Assessor Review Days

Friday 16 April 2010

Friday 9 July 2010

Friday 8 October 2010

Venues: To be advised

### JAG Assessor Training Day

Friday 17 September 2010

Venue: To be advised

Training etc and actions prioritised as High, Medium and Low. The JAG Visits Online Checklist had been amended to more closely mirror the GRS standards and the timescale for maximum deferral had been extended from three to six months because of the major issues some sites were required to overcome for JAG Certification.

Debate on the format of Unit Re-Certification was also opened to the delegates with options such as "light touch" requiring completion of GRS with submission of a minimum set of random key performance indicators such as audit data and the format of future inspections with other regulatory bodies being discussed.

JAG Visits to the other regions will begin shortly as follows:

Northern Ireland: Dec 2009

Scotland: Feb 2010

Wales TBA

Feedback from JAG Visits indicates that those Units (non BCS) visited recently tend to have more challenges to overcome and require significant investment in many cases. Feedback received suggests that Units have been grateful to JAG Assessors for highlighting the issues to management and providing encouragement to staff for the good jobs they are doing.

## JAG Revisits

Problems are being encountered in the JAG Office with Revisit Online Checklists not being completed correctly. Assessors need to be aware that in addition to completing the Yes/No radio buttons next to the outstanding indicator on each of the pages showing indicators, **a Revisit comment outlining the action taken by the Unit to satisfy the outstanding Key Action is required** (in the same way that a Key Action or Recommendation is recorded). Examples of this might be:

### Booking and Choice

Evidence >50% of patients fully booked is required to achieve level 'B'.

Revisit comment: 65% of patients are now being fully booked.

### Orientation and Training

Competencies need to be supported by the Skills for Health framework.

Revisit comment: Training programmes are now based on the Skills for Health competency framework and staff have attended locality GIN study day.

Lead Assessors (usually the Nurse Lead) also need to remember to sign off the JAG Report on the final page of the JAG Online Checklist. It would also be extremely helpful for the Assessor to put some final points in paragraph A on the report screen to highlight the Unit's good work in achieving the actions. To do this go to the 'Report' screen and type the text into paragraph A. Please note, the Unit receives a copy of this report with their JAG Approval letter.

## Latest JAG Visit Statistics

JAG Visit statistics as at 30 September 2009:

	Visited	Passed	Deferred	To visit
Acute	154	103	50	66
IS	10	3	0	142

## NEWSLETTER FEEDBACK

The JAG Assessor newsletter is aimed at all those involved in this area. We publish the newsletter quarterly and would welcome any feedback you could provide on the content of the newsletter. If you have any comments or would like to suggest a topic for the next newsletter please contact the JAG Office by **clicking here**.

## JAG OFFICE CONTACTS

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Community	3	3	0	40
Total	166	109	50	248

## Top Five Reasons for Unit Deferrals

The top five issues currently preventing Units from achieving JAG Certification are:

1. Decontamination
2. Quality of Procedure (audit)
3. Endoscopy Trainers
4. Unit design and layout
5. Environment and Training

Of the top three issues, the main problems identified are:

### Decontamination

AERs that are not HTM-20-30 compliant, inadequate tracking

### Quality of Procedure

Incomplete audits to Level B (often only raw data is presented)

### Endoscopy Trainers

No/unsatisfactory evidence of nurse input into endoscopist's training and evidence of annual evaluation of both trainer's expertise and staff input into endoscopist's training.

## Same-sex accommodation review

By Debbie Johnston

### Policy Background

In January 2009, the Department of Health announced a package of measures designed to all but eliminate mixed-sex accommodation. These include:

- A £100 million Privacy and Dignity Fund to support improvements and adjustments to hospital accommodation.
- Launching the Same-sex accommodation: your privacy, our responsibility campaign, to provide information and guidance for hospitals, patients and the public.
- Sending an improvement team out to hospitals that need extra support, and introducing rigorous and transparent performance objectives for hospitals via the standard contract from April 2010.

Trusts will be expected to show how they plan to reduce mixed sex accommodation to the lowest possible level. All staff have a vital role to play in meeting this objective and giving all patients the best possible experience during their time in hospital.

To read the full article, please **click here**.