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## You Did It: Thank You for a Successful Joint Commission Survey

The Joint Commission survey wrapped up Friday afternoon with an exit conference, and the surveyors left reaffirming their admiration of Children's and the work you do here.

Here's just a sampling of some of the praise heard around the campuses:

- "Children's is a world-class operation with a community feel."
- "The engagement of the physician staff is exceptional."
- "[There are] robust systems in place to prevent infections. I can see that it is a top priority."
- "Epic is comprehensive, efficient and well designed."
- "[It's] impressive that outpatient is being so fully integrated with the hospital."
- The team conference in Oncology is "one of the best I have ever seen."
- The "process for administering blood transfusions is a best practice."
- The NICU's "attention to pain management, low lighting ... great!"
- "There is good consistency in quality in your ambulatory sites."
- The CIRU is "an impressive unit!"
- "[This is] the best report I've had in 15 years."

And the real stand-out quote:

"There are many other organization [that] do many of the same things that you do. But you have something special—a culture of safety and cohesiveness that I have never seen in all my years. I wish you could bottle it and share it with all your hospital peers."

Of course there will still be opportunities for improvement, but now it's time to celebrate this remarkably positive Joint Commission survey – just in time for National Hospital Week and National Nurses Week! Congratulations to all on a job well done.

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