

**JOINT COMMISSION VIDEO CONTENT SHEET**  
<http://www.jcrinc.com/Products-and-Services/DVDs-home/>

Joint Commission Resources DVDs are valuable learning tools for all health care organizations and enable you to deliver key information repeatedly when and where you need it. These DVDs examine current issues and innovative approaches in health care and give relevant, practical examples that are easily adaptable to your health care setting.

***Patient Safety***

**Do It Right: A Pressure Ulcer Prevention Makeover**

Pressure ulcers continue to be problematic in health care, as demonstrated by the fact that the incidence of pressure ulcers for long term care can reach 23.9%, depending on the setting. Estimates are that 1.3 to 3 million adults have a pressure ulcer. Moreover, the cost of treatment is \$500 to \$40,000 per ulcer. Because of the importance of trying to prevent pressure ulcers, we've developed this program.

As a result of this program, participants will be better able to:

- Understand the etiology of pressure ulcers
- Discuss the Joint Commission expectations related to pressure ulcers
- Define strategies for preventing pressure ulcers to reduce their incidence
- See different ways to educate staff on pressure ulcers and their prevention

Program Length: 55 minutes

Item Number: DVD0601

Price: \$275.00

<http://www.jcrinc.com/Search/Topic-Link/>

**It's A Long Way Down: Reducing The Risk Of Patient Falls**

Each year, approximately one third of all adults aged 65 and older will experience a fall. Of these falls, 10-25 percent results in injury. Moreover, approximately 10,000 older Americans die from falls every year. It is the 5th leading cause of death for the 70+ age group, with falls accounting for two thirds of all accidental deaths for this group. Preventing falls involves making effective preparations, choosing the right equipment, and using appropriate techniques. Health care organizations are especially vulnerable to patient or resident falls, and therefore it is critical to have a well-crafted fall prevention program.

As a result of this program, participants will be better able to:

- Understand the importance and scope of patient falls
- Identify Joint Commission expectations related to falls
- Plan and develop a fall prevention program
- Strengthen fall prevention program components

This educational activity, "It's a Long Way Down: Reducing the Risk of Patient Falls", is funded in part by an unrestricted educational grant provided by Hill-Rom.

Hill-Rom, a subsidiary of Hillenbrand Industries Inc., is committed to making a positive difference in the lives of patients and those who care for them, by helping customers deliver safer, more efficient and more effective care. Hill-Rom provides customers with high-quality, innovative products, outstanding service, extensive clinical expertise and, most importantly of all, the support of a great team. The Hill-Rom Difference is putting customers first and seeking to exceed their expectations.

For further information, contact Customer Service at 800-445-3730, or go to [www.hill-rom.com](http://www.hill-rom.com).

Would you rather have an online version of this product? See [WBT0701](#)

Item Number: DVD0602

Price: \$275.00

## **Patient Safety on the Line: Using Technology To Aid Effective Communication Among Caregivers**

Patient safety is literally “on the line” every time communication about a patient takes place. The multiple handoffs between care providers, the demands on staff and physician time, and the speed with which orders and test results must frequently be accomplished can all contribute to miscommunication. Fortunately, many health care organizations are embracing new technologies that enable effective and efficient communications. This program emphasizes the importance of timely and effective communication, The Joint Commission's expectations related to communication and technology, and the planning and development it takes to use communication technologies appropriately.

As a result of this program, participants will be better able to:

- Describe the Joint Commission's National Patient Safety Goal requirements related to improving the effectiveness of communication among caregivers
- Understand root causes of poor communication among caregivers
- Discuss strategies to improve reporting of critical and urgent test results
- Determine solutions to improve the timeliness of reporting and timeliness of receipt by the responsible provider of critical test results and values
- Identify solutions for standardizing the approach to hand-off communications
- See how critical test result management can be implemented effectively

This educational activity, "Patient Safety On the Line: Using Technology To Aid Effective Communication Among Caregivers", is funded in part by an unrestricted educational grant provided by Vocada, Inc.

Vocada, Inc. is the creator of Veriphy™ and its market-leading predecessor, VoiceLink. Veriphy is the world's most robust and comprehensive solution for Critical Test Result Management. Using a patented, hosted system, Veriphy's active technology automates the distribution of critical test results in a real-time, assured and trackable solution, simultaneously enhancing patient safety and boosting physician productivity.

For further information, visit [www.vocada.com](http://www.vocada.com) or call (866) 4VOCADA  
Would you rather have a online version of this product? See [WBTV0702](#)

Item Number: DVD0701  
Price: \$275.00

## **Things You Should Know Before Entering The Hospital**

*“This film is an exceptional safety guide for everyone who is a patient or takes care of one. Watch it and learn what we all need to know to prevent injuries and save lives.”*—Martin J. Hatlie, Esq., President of Partnership for Patient Safety

Do you know that medical errors can happen in even the best hospitals? How should you prepare before entering a hospital? What can you do to protect yourself while you are there? This provocative film will answer those questions and give patients a step-by-step guide based on the experiences of real patients. Along with the DVD is a useful facilitator's guide for health care providers using the consumer education film to raise awareness among health care workers about the patients' safety concerns. The DVD is approximately 25 minutes in length. The facilitator's guide is 8 pages in length. DVD copyright 2005 by Four Leaf Enterprises, Inc. Facilitator's guide copyright 2005 by p4ps, ltd. 2005.

Item Number: TBEH06  
Price: \$29.95

## **Keeping Safety in Focus: Reducing Complications in the Cardiac Cath Lab**

Even with today's technology-driven operative processes, using highly skilled practitioners, it is not uncommon for complications to occur in the cardiac catheterization lab. Moreover, the nature of these complications can sometimes be quite severe for patients.

Because of the great importance of maintaining a safe cath lab environment, The Joint Commission evaluates the safety of procedures performed in the lab. While there are a number of standards that apply to the cath lab, some of the key safety requirements involve effective communication, staff training, infection prevention, medication labeling, and adherence to the Universal Protocol. Wrong site, wrong procedure, wrong person surgery can be prevented. The Universal Protocol is intended to achieve this goal.

The need for best practices and recommended protocols to be developed and disseminated in the cath lab setting is evident. These important steps must be taken to help ensure patient well-being. Accordingly, this program will discuss methods for improving cardiac catheterization lab patient safety.

As a result of this program, participants will be better able to:

1. Identify The Joint Commission's National Patient Safety Goals and requirements which relate to the cardiac catheterization lab;
2. Understand the safety challenges facing cath labs and the opportunities for improvement;
3. Define responsibility and accountability for cath lab safety;
4. Develop an approach for enhancing cath lab safety, based on data use and sound performance improvement principles.

This educational activity, Keeping Safety in Focus: Reducing Complications in the Cardiac Cath Lab, is funded in part by an unrestricted educational grant provided by Marine Polymer Technologies.

Item Number: DVD0801

Price: \$275.00

## **Medication Safety**

### **Medication Reconciliation: The Foundation For Safe Medication Use**

Medication reconciliation is the process of comparing a patient's medication orders to all of the medications that the patient has been taking. This reconciliation is done to avoid medication errors such as omissions, duplications, dosing errors, or drug interactions. It should be done at every transition of care in which new medications are ordered or existing orders are rewritten. Transitions in care include changes in setting, service, practitioner or level of care.

The Joint Commission's Medication Reconciliation National Patient Safety Goal requires that health care organizations accurately and completely reconcile medications and other treatments across the continuum of care. A lack of communication among staff at transition points is often the main cause of medication reconciliation oversights. With an effective medication reconciliation process, previous medication orders are compared against new orders and health care providers reconcile any differences in a standardized and consistent manner.

This DVD will highlight the need for implementing an effective medication reconciliation process in health care organizations, and provide insights into the key elements of an effective process.

As a result of this program, participants will be better able to:

- Identify The Joint Commission's Medication Reconciliation National Patient Safety Goal
- Explain the process of medication reconciliation
- Define responsibility and accountability for reconciliation
- Develop an approach for improving your medication reconciliation process.

This educational activity, "Medication Reconciliation: The Foundation for Safe Medication Use", is funded in part by an unrestricted educational grant provided by HealthCare Systems, Inc.

HealthCare Systems, Inc. delivers integrated medical information systems developed by clinicians for health care professionals designed to improve patient care and reduce costs.

For further information, visit [www.hcsinc.net](http://www.hcsinc.net) or call (334) 279-9711.  
Would you rather have an online version of this product? See [WBTV0801](#)

Item Number: DVD0702  
Price: \$275.00

### **Think Twice, Save A Life: The Pharmacy's Role In Medication Safety**

A safe, effective medication management system is important for all health care organizations because it supports patient safety and improves the quality of care, treatment and services.

This DVD emphasizes the importance of the Six Critical Processes in Medication Management, with video reenactments of common Medical Management errors, such as look-alike/sound alike drugs, communication, allergy notification/conflicting prescriptions, read-back of verbal orders and pharmacist review. Additionally, this web-base course will provide tips and suggestions on how to avoid these common mistakes.

As a result of this program, participants will be better able to:  
Review the Six Critical Processes of Medication Management  
See how errors can occur during these Six Critical Processes  
Identify strategies on how to prevent these common Medication Management errors

Item Number: DVDW0403  
Price: \$275.00

### ***Quality and Performance Improvement*** **Clinical Microsystems Toolkit**

2005. Trustees of Dartmouth College. ISBN: 1-59940-026-X

New from Dartmouth! Higher quality. Better safety. Lower costs. Engaged physicians. Empowered staff. The need to achieve high performance is real. But what road can you take to get there? Hospital leaders need a powerful and flexible system for improving performance that has staying power and that has been shown to work in the real world. They need a system that connects the front office to the front line to achieve best measured quality and value. This toolkit provides a clear roadmap to high performance. It introduces principles, methods, and tools that can be used to improve the performance of ?Clinical Microsystems,? which are the places where patients, families, and care teams meet. It features a DVD with seven engaging video segments and two practical workbooks. One workbook focuses on improvement within inpatient units and the emergency department while the second workbook concentrates on caring for acute myocardial infarction and pneumonia patients as they travel across care units. All materials are based on more than 10 years of research at Dartmouth Medical School and Dartmouth-Hitchcock Medical Center.

Item Number: DMSTK06  
Price: \$290.00

<http://www.jcrinc.com/Search/Topic-Link/>

### **Managing A Patient Flow: A Focus on Critical Processes**

Changes that maximize the flow of patients in hospitals also return such benefits as reductions in overcrowding of major services, improvement in nurse staffing and morale, and enhanced financial performance. Hospital leaders who decide to improve patient flow often face challenges and traditions that can be obstacles to their success. This video identifies the key challenges and factors that are proving to provide a high return on investment for those leaders who apply Dr. Eugene Litvak's concepts and methods to patient flow.

As a result of this program, participants will be better able to:

- Learn from organizations that are reducing census variability by applying the concepts pioneered by Dr. Eugene Litvak.
- Hear from Dr. Eugene Litvak what changes result in the most benefits to a hospital
- Identify root causes of patient flow problems and successful strategies to meet these challenges
- Understand how the Joint Commission's standards for patient flow can serve as framework to enhance patient throughput and lead to such benefits as improved financial performance, reduced nurse staffing requirements, and increased patient safety.

Would you rather have an online version of this product? See [WBTV0802](#)

Program Length: 55 minutes  
Item Number: DVD0501  
Price: \$275.00

### ***Emergency Management***

#### **Emergency Management: Plan for the Unthinkable**

Recent events have shown that individuals few in number can create destruction monumental in size. And we now know that any future events could carry the additional threat of chemical, biological or nuclear substances.

This timely new video enables health care organizations to consistently train new hires and veteran employees on the strategies necessary to successfully respond to emergencies--whether intentional or natural in nature. Key topics include: defining the role of health care organizations and staff, identifying strengths and weaknesses in the health care delivery infrastructure, and how to promote efficient planning within your organization.

Video Length - 52 minutes  
Item Number: DVD0202  
Price: \$275.00