



**Joint Commission Preparation: Human Resources Webinar Q&A  
July 23, 2020**

- Question:** The performance on line tool doesn't address the competency compliance. Should we/can we download the form online and will this be sufficient?
- Answer:** Many departments use their own assessment tool and attach it to the performance appraisal.
- Question:** Is there a standard frequency that we need to repeat competencies per skill?
- Answer:** The default is annually. Some may have different time periods.
- Question:** What documents do you usually need from managers?
- Answer:** Initial competency assessment, ongoing competency assessments and departmental orientation.
- Question:** Will the manager who is asked to provide information be present with the surveyors and HR meeting?
- Answer:** Yes, both the Manager and a HR representative will be present.
- Question:** How far back do the surveyors review?
- Answer:** Most of the times they will go back three years for performance appraisals, unless there is a need to go further back to orientation. For competencies they may look back 2 years but can sometimes go further.
- Question:** Is the department orientation document kept in the department file or the HR file?
- Answer:** The document is usually kept in the department employee file.
- Question:** What are the criteria for the departmental orientation (content, duration or topics)?
- Answer:** Department orientation is specific to each department's day to day activities, emergency plans, operations and processes.
- Question:** What timeframe do they look at for new hires to have their orientation completed? Does this include OPPE completion as well?
- Answer:** Because the orientation can take some time, documentation of the entire orientation process should be kept on file. OPPE (Ongoing Professional Practice Evaluation) is required more than once annually for all credentialed staff (MDs, PhDs, NPs, PAs, CRNA, CNM) and departments are required to maintain OPPE documentation for each provider.
- Question:** Can you post the Dept Orientation spreadsheet location in AskMyHR?
- Answer:** Link: [Sample Department Orientation](#)



**Question:** Can provide the link to that AskMyHR “What Managers Should” know list?

**Answer:** Link: [What Every Manager Should Know](#)

**Question:** Is BLS certification on hire and then renewal kept on file centrally or do they need to be?

**Answer:** It is the responsibility of the manager to track and ensure that the employee remains up to date with BLS certification if it is required; this is not centrally tracked.

**Question:** Is online recertification for BLS acceptable?

**Answer:** Yes.

**Question:** Are there specific areas that we should focus on based on prior surveys.

**Answer:** Documentation should be complete at all times; this has been an area of focus in past surveys.

**Question:** Will there be an internal tracer before the joint commission is coming?

**Answer:** Currently there is no date set for an internal tracer but if there is, notification will be made to practices.