ICM User Guide

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What is Intracycle Monitoring?

- Organizations monitor their ongoing level of standards compliance throughout the intracycle period.
- The Joint Commission requires an acknowledgement of a self-assessment activity at the 12th and 24th month for general applications and at the 12th month for lab applications. An ICM submission is not required the year an organization is scheduled for a resurvey.
- To ensure the focused-standards assessment is submitted timely, the primary contact receives an email 90 days prior to the actual submission due date.
  - This information is posted to the Official Email page from the Communication tab of the Extranet
  - A link will also display under the What’s Due section of the Extranet to alert customers that we have activated their ICM and prompt them to submit by the due date
- These submission intervals are valuable educational touchpoints to help you remain in continuous compliance with the standards and keep up to date with accreditation information.
- Intracycle monitoring activities have no bearing on the accreditation status. The tool and resources available are to provide educational support.
The Focused Standards Assessment tool is a component of the Intracycle Monitoring Profile and can be accessed on a continuous basis throughout the accreditation cycle. The tool is accessed by:

1. Selecting the Continuous Compliance tab on your organization’s secure The Joint Commission Connect extranet site
2. Clicking on the Intracycle Monitoring link from the dropdown menu

The FSA tool is available to accredited and new organizations (once payment has been made and EAapp data is submitted).

Please note: The tool is a great resource for new customers to help them prep for their initial survey. New customers can work in the open tool to become familiar with the standards but submission cannot be accomplished until the initial survey is completed and a due date displays on the profile one year from the initial survey end date.
The ICM Profile Dashboard opens with a view of six information tiles. The dashboard holds a wealth of educational content such as:

- User Guide on how to navigate within the tool
- Graphical representation of the 4 submission options
- Instructions on submitting data after an ICM Option 2 survey

To launch the open assessment:

- Click the Start General Profile button within the Your Current Intracycle Activities tile
- Within this tile there are two important dates that will help with submitting your annual assessment timely:

  1. Last ICM Profile Submitted date indicates your most recent submission. For new organizations who have not yet been scheduled for their initial survey, this date will display as Not Available
  2. Next ICM Profile Due date will display a date of one year from your last submission

IF the Go To History button is clicked, a list of previously submitted assessments will display within the historical submission grid. These assessments are in ‘read-only’ format and cannot be modified.
Focused Standards Assessment Tab

- The default display opens to the Accreditation Status tab.
- Click the Focus Standards Assessment tab.
- To populate the tool, click the Access the Focus Standards Assessment Tool link.

For those new to the tool, we encourage you to download the user guide posted to the Help Tab of the FSA tool. This will assist you with navigating through the screens as well as ensure the proper information is entered for the Full option prior to submission.

You have the option to import data from the AMP application. If you choose to upload data from AMP, any data exported will override existing FSA data. Please note, this is not a requirement. If you would like to learn more about this process, please download the AMP Export-FSA Upload Guide at the bottom of the page.
The Open FSA is the organization’s workspace; it allows self-assessment scoring of Elements of Performance for the standards displayed within the tool by clicking the Select button to the left of the table. The tabs across the top of the screen become enabled once you are in the tool and the selected tab will always display a yellow bar across the top. Once an assessment is submitted a historical file is created and added to the Historical Submissions section of the FSA History Page.

At the top of this screen is a graphic that describes events that impact data in the open tool. Any data you enter into the Open FSA tool remains there until you change it. The standards and EPs displayed in the tool are those currently in effect and applicable to your organization (based on the programs/services identified in your Eapp). The Joint Commission only makes changes to the open tool when a standards update occurs. Other changes are prompted when you submit updates to your EApp.
Scoring will occur on the Standards/EPs Page. The left navigation column allows you to select:

- Accreditation program being reviewed
- View (All or R-icon standards)
  - The “All” View displays all standards within the selected chapter
  - The “R-icon Standards Only” view limits the display to only those standards within the chapter that are coded with the “R” icon
- Chapter that will be scored

Based on the selection, the screen will refresh to display the desired list of standards. If you plan on submitting the Full option, **all identified R-icons within an assessment must be scored as well as standards that have been labeled not compliant**. To view EPs specific to a standard, click the Show Standard Detail link to the left of the standard score icon.

Please note: A user may receive a time-out error message if the screen is idle for 20 minutes. If this occurs, simply close your browser and login to the application again.
Standard Details Page

The Standard Details Page enables you to apply scores to each EP for the selected standard. The R-icon identifies standards of greater risk for an organization and is applied to:

1. National Patient Safety Goals (NPSG)
2. Standards associated with Joint Commission identified risk areas
3. Standards identified as RFIs in the current accreditation cycle survey event

Scoring occurs at the EP level. To score a set of standards within a chapter, either:

- Use the score all functionality to score all the EPs for a particular standard as compliant, not applicable or not scored
- Score each EP individually by selecting a score from the dropdown menu

Two new fields have been added to the page: Likelihood to Harm and Scope. These fields will only display if an EP is scored not compliant. Please note, if an organization scores an EP not compliant, designating the likelihood to harm and scope is optional.

Once all the EPs for a selected standard are scored, please remember to always save your data by clicking the SAVE button on the upper right side of the page. This allows the background aggregation process to run and determine the standard level score.

- A check mark indicates all the EPs for the standard have been scored compliant
- A red minus sign indicates at least one EP has been scored not compliant

Select either the PREVIOUS or NEXT button to switch to the Standard Details Page for the previous or next standard in the selected view. Selecting the CANCEL button does not save any data entered on the Standard Details Page.
Plan of Action (POA)

- Every non-compliant standard should have:
  - A findings statement explaining why an EP was scored not compliant.
  - A Plan of Action (POA) identifying how the standard will be restored to full compliance.
  - An individual identified as the ‘Person Responsible’ for developing and implementing a Plan of Action.
  - A Plan of Action Compliant By Date.

Further down on the page is a section titled Organization Notes. Any information entered here will not be viewed by The Joint Commission.
Organization Profile

- The FSA tool displays a customized set of standards based upon the accreditation program and related services entered in EApp.

Summary Count:

**Total Stds** - total number of standards in a specific program

**Customized Standards** - customized standards applicable to an organization

**Required Standards** - subset of applicable standards identified with the R-icon
Scoring Summary Page

- This page provides an overall standards count in each of the matrices according to the view selected in the left navigation column.
- At a glance, this feature allows you to quickly see how many standards are scored as Not Compliant, Not Applicable, Not Scored and Compliant.

This page can be printed for future reference.
For a detailed view of the standards scored, select the desired program and viewing option from the left rail. All required fields within the grid will be shaded blue. The green checkmark indicates you have provided the information needed to submit the Full option. If the likelihood and scope is defined on the Standard Details Page, a green checkmark will appear in the SAFER column.

This page is extremely helpful for organizations submitting a Full FSA, to verify that:
1. All R-icons have been scored
2. Every standard listed as not compliant (with or without the R-icon) has a Plan Of Action (POA)
3. Compliant due date is greater than the date of the ICM submission

After a standards update, we highly encourage you to check the Scoring Summary tab of the open FSA tool to determine if any of the standards applicable to your organization have been impacted by the update. If so, a recently scored standard in the open FSA tool will be rescored with the Not Scored designation.
Reports Tab

- The Reports tab allows you to print FSA data based on the accreditation, view and chapter selected in the left rail.

- For organizations required to schedule a conference call with SIG, a Conference Call Report will display under the Organization Reports section.
Ready to Submit?

- To submit the FSA, click the Exit Application link in the upper right corner of the screen.
- Users will be returned to the ICM Profile. Once on the Profile, click the Submission tab.
On the submission page, select whether you’d like to authorize a surveyor conducting either the Option 2 or 3 survey to have access to your ICM data. Next, select one of the four submission options displayed on the page. As a reminder,

- For a FULL submission, an organization is required to submit only the R-icons identified within the tool
- For an Option 1 submission, an organization is attesting they have scored the standards and are choosing not to store data in the tool OR
- One of the on-site surveys for an additional fee (Option 2 and 3)

Please note: Effective immediately, The Joint Commission is suspending the request for a Intracycle Monitoring (ICM) conference call for the Full, Option 1 and Option 2 (post-survey) submissions. The suspension includes the Standards Interpretation Group (SIG) review of non-compliant standards (with or without the R-icon) identified by the organization. This suspension is being put in place to allow The Joint Commission an opportunity to evaluate the ICM call process for improvements. The only exception is for organizations who are part of the Sustaining Improvement program, who will still be required to submit either a Full with call or Option 2.
If you’re submitting a request for an Option 2 or 3 on-site educational survey, the OnSite ICM Survey Details section activates. This section allows you to select the programs to include for the on-site event as well as the surveyor complement (how many surveyors, for how many days?). An estimated cost factor for the survey is projected to determine the cost and plan accordingly.

Right below you can identify any special requests to help our scheduling team within the textbox. If you need assistance with determining your complement, the “click here” link within the Onsite ICM Survey Details section provides examples of ICM complements.
The upper section of the Accreditation Status tab displays information pertaining to an organization’s accredited programs, accreditation decision and date, whether or not a program has deemed status, the last full survey date and the last on-site survey date. Any EApp update will impact the dates highlighted on the screen once the application has been reviewed and accepted by the designated Account Executive.

The lower section of this tab displays information pertaining to the accreditation events over the past two accreditation cycles. You can download survey data from either a previous or current cycle by clicking the “View Report” link on the right side of the table. Viewing this information can assist with ensuring non-compliant standards are being monitored and sustained through a Plan of Action (POA).
On the Accreditation Program Risks tab, organization can look over the risk areas identified by TJC. This section is not organization specific. Clicking the plus sign to the left of a risk area will expand the view displaying standards associated with the risk area. As a reminder, risk-related standards are coded with the risk icon in the FSA Tool.
The section at the bottom of the page is program specific. The Past Survey Findings section provides a list of current cycle survey RFIs and are denoted with the risk icon in the FSA tool. To view these standards, click the plus sign. You may add risk areas specific to your organization and discuss those either during an on-site survey or a conference call with SIG. Notes can be added within the textbox by selecting the appropriate program and clicking the Add Risk button.
The final tab is the Resources and Measures tab. This page provides you with links to a variety of tools and resources to help you remain up-to-date with Joint Commission news and ensure high-quality care is provided on an ongoing basis. For those who are Lab accredited, this tab is titled “Proficiency Testing” in the Lab ICM Profile.
Need Assistance?

- The Contact Us tab provides email links to:
  - Your Account Executive for assistance in working within the tool or if you have a question pertaining to the ICM process.
  - We value your feedback and ask to share your suggestions for improving the ICM profile and tool by emailing the ICM Support Team.