Intracycle Monitoring (ICM)
Frequently Asked Questions (FAQs)

General

Q: Can we download a copy of the ICM/FSA video presentation for reference?
A: Yes. A PowerPoint document is posted under the General Information section of the ICM Dashboard.

Q: Is it OK not to use the FSA tool if another software is used for scoring (V-survey)?
A: No. The Joint Commission requires accredited organizations to submit the Focused Standards Assessment (FSA) through the ICM application housed on your TJC Connect extranet site.

Q: What is the earliest you can start the ICM process?
A: The ICM/FSA application is available to accredited organizations throughout the accreditation cycle. Organizations can work in the open FSA tool at any time but submission will occur at the 12th and 24th month for general and at the 12th month for the lab application.

The ICM will become activated 90 days from the submission due date to provide organizations ample time to work on the FSA.

Q: I can’t expand TJC-identified Risk Areas to see the list of associated R-icon standards.
A: There might be an issue with your computer settings. For assistance, please download the TJC Connect Computer Requirements document posted under the “Important Updates” section of your TJC Connect’s home page.

Submission

Q: I’ve completed the FSA; how do I submit it?
A: To submit, select the Submission tab from the ICM Profile and view the 4 submission options.

Q: I can’t submit the Full option; I get an error message.
A: Three submission validation rules must be met to submit the Full FSA option:

1. All R-icon standards must be scored.
2. Any standard scored Not Compliant (R-icon or non-R-icon) must have a Finding statement and developed Plan of Action (light-blue shaded cells in the not compliant standards matrix on the Scoring Summary page identify required data entry fields).
3. The POA Compliant by Date for any not compliant standard must be greater than today, if today is the date of submission. The date must be in the future, not the past.
Q: Does the data entered in the open FSA tool disappear when Option 1, 2 or 3 is submitted?

A: No. Data entered in the open FSA tool remains there until the organization changes it. The only time TJC touches the open FSA tool is during a standards update. When this happens, only specific EP scores are changed to *Not Scored* (any text remains as it was entered).

Organizations may wish to create their own historical record of data entered in the open FSA tool as of the date of submission. This can be accomplished by printing (or saving to PDF) the expanded ALL view of the Scoring Summary page (must be done separately for each accredited program) and the organization-level Not Compliant Standards report.

Q: How do I know the ICM Profile submission was successful?

A: After you click the Submit button, the next screen to appear is the ICM Profile History page. On this page, you will see a new history row added to the top of the table that notes today’s date as the Submission Date. The following day, after an overnight batch process runs, you will receive an automated Submission Acknowledgement email (this email will be posted under the Official Email section of your TJC Connect extranet site).

### Standards Interpretation Group (SIG)

Effective immediately, The Joint Commission is suspending the request for an 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.

Q: The SIG reviewer adjusted some of our POA dates. Where is this documented?

A: SIG reviewers are only permitted to enter response comments in the historical ICM-FSA submission. They are not allowed to edit data submitted by the organization. To view comments added by SIG:

- Select the orange *Go to History* button (ICM Dashboard)
- Select the View button for the desired historical ICM submission
- Select the ICM Profile’s FSA tab; click the link to access the FSA History page
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- Click the View button for the desired historical FSA submission
- Select the Scoring Summary page and expand the view to see the list of standards in the Not Compliant matrix
- Select a desired standard to open the Standard Details page
- Scroll to the bottom to see the Reviewer Comments text box

Q: Is there a charge for a conference call?
A: No. SIG conference calls are complementary. The intent of the call is to provide guidance with remaining compliant with TJC standards.

Q: How will I know when my requested conference call is scheduled?
A: When an ICM conference call is scheduled, an automated email alert is sent to the organization. The event (unless the ICM submission requested an Unannounced Option 2 or 3 survey) is posted to the Scheduled Events section of the organization’s TJC Connect extranet site. The listing alerts the organization to the scheduled date and time of the call, the name and biographical sketch of the primary scheduled reviewer.

Focused Standards Assessment (FSA) Tool

Q: Where do I enter Plan of Action information for the RFIs identified by the ICM survey team?
A: When an Option 2 educational survey is scheduled, a blank FSA tool is made accessible to the survey team. Surveyors will only document non-compliance findings to bring to the organization’s attention.

After the survey, the surveyor team submits an acknowledgement of event completion. The surveyor-scored FSA tool is immediately posted to the organization’s historical ICM Profile submission. The organization has 30 calendar days to enter Plan of Action information for non-compliant standards and execute a post-survey submission of this historical record.

Follow these directions to access the historical Option 2 ICM:

- Select the orange Go to History button (ICM Dashboard)
- Click the View button for the desired historical submission
- Select the FSA tab of the historical ICM Profile and click the link to open the FSA tool
- Select the desired historical FSA submission
- Go to the Scoring Summary tab; expand the view for the not compliant standards. The light-blue shaded cells in the not compliant standards matrix identify required data entry fields.
- Select a standard to open the Standard Details page and enter the Plan of Action
- POA Compliant by Dates should be computed based upon the post-survey submission date, not the end date of the Option 2 survey.
Q: When I restore a standard to full compliance in the open FSA tool, how do I update the historical FSA tool?

A: Historical FSA submissions are read-only records of data submitted and responded to at a given point in time. You are not able to update these historical records. Follow-up FSA submission to TJC is not required. The open FSA tool is intended solely for organization use in its ongoing standards compliance monitoring processes. To update a standard previously submitted as not compliant:

- On the FSA History page, select the open FSA tool
- Select the Scoring Summary tab; expand the view to display the list of standards in the Not Compliant matrix
- Select the standard to be updated. The Standard Details Page will open.
- If all the EPs for the standard are to be displayed as compliant, click the "Score All EPs: Compliant" link at the top of page. The scores for all the EPs will change to compliant. When you click the Save button, all the text entered in the Organization Findings and the Plan of Action text boxes will be deleted. The information that will remain is text entered in the Organization Notes text box. The standard scoring icon will change from a red minus sign to the compliant check mark (blue). On the Scoring Summary tab, the standard will move from the Not Compliant to the Compliant matrix.

If there are multiple EPs listed as not compliant and you wish to only update one of the EPs, change the EP score for only the desired EP to compliant. The standard scoring icon will remain displayed as a red minus sign until you update the remaining non-compliant EPs.

Q: How do you access just the 'R' areas for submitting the full option?

A: To access only the R icons for a designated chapter, from the Standards/Ep page, select:

- Accreditation Program
- View: R-icon Standards Only
- Chapter

Q: Can an organization only score the R standards?

A: Yes. For the Full ICM option, organizations are required to only score standards labeled with the “R” icon. For Option 1, organizations may focus only on the risk standards/eps to ensure compliance.

For the on-site events (Option 2 and 3), organizations determine the agenda and may discuss only the risk standards/eps of concern. We highly encourage to look over all the standards to ensure your organization is maintaining compliance with TJC standards.

Q: If we pick Option 2 or 3, by what date do we need to make this selection?
A: The ICM must be submitted by the assigned submission due date. The ICM will become activated 90 days from the submission due date to provide organizations ample time to work on the FSA.

Q: How do I select at least one accredited program for the on-site survey event?

A: To select a specific program, checkmark the accredited manual being reviewed by the surveyor team under the Onsite ICM Survey Details section of the Submission page.

Accreditation Management Plus (AMP)

Q: I uploaded data successfully from AMP, but subsequently received an ICM Submission Overdue email.

A: The upload of data from Accreditation Manager Plus (AMP) only uploads data into the FSA tool; it does not simultaneously accomplish the ICM Profile submission.

After uploading data from AMP, access the FSA tool and review the expanded view of the Scoring Summary page to verify that data uploaded as you expected. You may make and save changes to the data in the FSA tool if you wish to.

Exit the FSA tool and access the ICM Profile’s Submission tab to complete the submission process.

Q: Is there a user guide I can print for assistance?

A: Yes. To view detailed instructions on the AMP/FSA submission process, click the AMP Export-FSA Upload Guide on the Focused Standards Assessment tab.

SAFER™ Matrix

Q: Am I required to designate the Likelihood to Harm and Scope for standards scored not compliant?

A: No. Assigning the SAFER methodology in the FSA tool is optional. If the likelihood and scope is defined on the Standard Details Page, a green checkmark will appear in the SAFER column of the Scoring Summary tab.

Q: Can I print SAFER data?

A: Yes. SAFER data is captured on the Organization Reports (Reports tab) and the SAFER Matrix tab.