

IHA COVID Resources and Advocacy

June 2, 2020

The latest about COVID-19 from IHA

Joint Commission resumes surveys with some changes

The Joint Commission will resume their regular survey and review schedule this month. The commission's account executives will contact organizations due for a survey to assess the impact the pandemic has had on their operations. A variety of factors and criteria will be considered to determine which organizations will be surveyed. Those factors include identifying and prioritizing low-risk areas that are safe to survey. The survey process will employ physical distancing practices to ensure the safety of all parties. These practices will include:

- Driving in separate vehicles to off-site locations or home visits.
- Limiting the number of people in group sessions. The use of audiovisual conference calls can be used by the organization to safely add attendees.
- Maximizing technology use to eliminate the need for several people to sit near one another for an extended time. For example, conducting electronic medical record reviews using screen-sharing or displaying/projecting the record, and interviewing patients or employees by telephone.
- Minimizing the number of people who accompany surveyors on tracer activities.
- Using masks. Organizations must provide masks and other personal protective equipment to surveyors and reviewers.

Surveys will not retroactively review compliance and the implementation of an organization's emergency operations plan will not be the focus of return surveys. Rather, surveyors will work to understand how organizations have adapted to the pandemic and review practices to assure safe care is provided in safe environments.

Surveyors will provide health care staff with pertinent information to best meet their needs as they respond to COVID-19. These resources also are available on [The Joint Commission's website](#).

CEO update call

The next CEO update call is scheduled from **1-2 pm Wednesday, June 3**. Register [here](#).

Free webinar opportunities

- 10-11 am Tuesday, June 2, **Access Physicians' Telemedicine Services**. ServiShare partner Access Physicians will discuss its approach to working with hospitals to build and scale financially sustainable telemedicine programs. The webinar will focus on a telemedicine program's ability to increase revenue, deliver high-quality patient outcomes, and enhance staff satisfaction and professional development. Register [here](#).
- 10-11 am Thursday, June 4, COVID-19 Relief Funding/Recovery Management. Geared for hospitals and health care systems seeking to leverage federal funding opportunities for COVID-19 financial recovery, this webinar by Hagerty Consulting provides advice and help with short-term liquidity and long-term recovery funding. The company's experience

includes understanding how the suite of federal recovery programs facilitates a comprehensive recovery in a community. Register [here](#).

- Noon-1 pm, Thursday, June 4, **Noons in June: Leading Culture in Times of Crisis**. Communication and culture expert Hannah Ubl will help attendees understand that the best ways to lead in hard times can be the difference between a culture of isolation and misunderstanding, and one of connection, unity and, perhaps most importantly, calm. Register [here](#).
- 2-3 pm Tuesday, June 9, **The Times They are a-Changing: Thriving in Uncertainty**. For the health of our communities, it is important for health care workers to thrive and succeed. But COVID-19 places additional stressors on health care workers. This webinar provides information and practical tools that health care workers can use to improve patient care by improving the resilience and well-being of employees and their employers. Register [here](#).
- 11 am-Noon Wednesday, June 10, **COVID-19 Investment Implications for Health Care Organizations**. Speakers will share valuable insights into the macroeconomic and capital markets and offer views on where areas of investment risk and opportunity may lie. They also will discuss the investment implications of COVID-19 and best practices for managing health care investment funds in a time of uncertainty. Register [here](#).

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