Purpose:

The purpose of this document is to provide a high-level navigation overview of the SAFER Matrix tool. The SAFER Matrix tool is a tool that allows organizations to filter Requirements for Improvement (RFIs) that were documented during historical SAFER accreditation surveys and certification reviews. The SAFER Matrix Tool is available via The Joint Commission Connect site™.

Overview:

The SAFER matrix is a transformative approach for identifying and communicating risk levels associated with deficiencies cited during accreditation surveys and certification reviews. This additional information related to risk provided by the SAFER Matrix helps organizations prioritize and focus corrective actions. The SAFER Matrix allows the organization to see areas of noncompliance at an aggregate level — one that shows significant components of risk analysis and allows surveyors/reviewers to perform real-time, on-site evaluations of deficiencies.

If an Element of Performance (EP) is determined to be out of compliance, it will be cited as a RFI. Each RFI is placed in the SAFER Matrix according to how likely it is that the RFI will harm a patient(s), staff, and/or visitor (low, moderate, high) and the scope, or prevalence, at which the RFI was cited (limited, pattern, widespread). As the risk level of a finding or an observation increases, the placement of the standard and EP moves from the bottom left corner (lowest risk level) to the upper right corner (highest risk level).

All observations of noncompliance will be documented within the SAFER Matrix and will require follow-up activity based on surveyors'/reviewers' observations. For deficiencies of a higher risk level in the matrix (that is, the dark orange and red areas of the SAFER matrix), additional information will be required within the Evidence of Standards Compliance (ESC) regarding
sustainment of corrective actions. Please see the below table for additional information surrounding the post-survey process.

<table>
<thead>
<tr>
<th>SAFER Matrix™ Placement</th>
<th>Required Follow-Up Activity</th>
</tr>
</thead>
</table>
| HIGH/LIMITED, HIGH/PATTERN, HIGH/WIDESPREAD | • 60 day Evidence of Standards Compliance (ESC)  
- ESC will include Who, What, When, and How sections  
- ESC will also include two additional areas surrounding Leadership Involvement and Preventive Analysis  
- Finding will be highlighted for potential review by surveyors on subsequent onsite surveys up to and including the next full survey or review |
| MODERATE / PATTERN, MODERATE/WIDESPREAD | |
| MODERATE / LIMITED, LOW / PATTERN, LOW / WIDESPREAD | • 60 day Evidence of Standards Compliance (ESC)  
- ESC will include Who, What, When, and How sections |
| LOW/LIMITED | |

*Note: Please refer to the Accreditation Process Chapter (ACC) within the Joint Commission’s Accreditation or Certification Manuals for post-survey processes for Immediate Threat to Health and Safety and Decision Rules scenarios.

**Getting Started:**

To access the SAFER matrix tool for accreditation programs, hover over the Survey Process tab on your organization’s secure Joint Commission Connect™ site. Then click on the Accreditation SAFER™ Matrix link under the Post-Survey section.

To access the SAFER matrix tool for certification programs, hover over the Review Process tab on your organization’s secure Joint Commission Connect™ site. Then click on the Certification SAFER™ Matrix link under the Post-Review section.
*Note: The SAFER matrix tool will automatically default to show only the accreditation and/or certification content that you have security access to view. If you have access to both accreditation and certification content, please refer to page 8 for instructions as to how to switch between the accreditation and certification information within the SAFER matrix tool.

SAFER Matrix Tool Home Page:

The SAFER matrix tool home page includes both the Event List table in the center of the page in addition to resource documents on the left hand-side of the page. The Event List table indicates all onsite events that have gone through a SAFER survey or review. The survey/review event status can be found within the Event List table, and can be in one of the two following statuses:

- **Completed**: the report has been processed by The Joint Commission (either within 10 business days after the survey/review is completed or after the Clarification submitted by the organization is reviewed and finalized)
- **In Progress**: the report is under review and the SAFER matrix tool cannot be accessed as the survey/review information is being assessed

How to Access Survey/Review SAFER Matrix:

Find the survey/review event you want to access and click on the View link to the right of the survey/review event:
This link will take you into the SAFER matrix tool where you will see the SAFER matrix with all RFIs from the final report for the survey/review event included.

Below the SAFER matrix, you will see each RFI's details including the Standard Chapter, Element of Performance, Likelihood to Harm designation, Scope designation, and Observation text.
How to Apply Filters:

The SAFER matrix tool allows organizations to filter the RFIs within the SAFER matrix and creates a more dynamic interaction with the survey/review information. Filter categories are located on the left side of the page and only those filters applicable to your organization will appear. At this time, filters include: Standard Chapter, Conditions of Participation/Conditions for Coverage, Site, and CLIA Number.

To apply a filter, simply select one or more of the desired boxes. A horizontal list of filters that have been selected will appear above the SAFER matrix to indicate which filters are applied at that point in time.

*Note: The order of filters chosen will have a downstream effect and will impact the final SAFER matrix displayed. Thus, after the first filter is applied, subsequent filter choices will result in the
RFIs currently viewed in the SAFER matrix (based upon previous filter selections) to be further parsed down.

**How to Clear Filters Applied:**

To clear the filters previously selected and start anew, click on the *Clear All* link located above the SAFER matrix to the upper right. Clicking this link will remove all filters currently applied and will revert to showing all RFIs from the final report for that particular survey/review event.

**How to Navigate between Different Accreditation Programs:**

If your organization is accredited for more than one accreditation program with The Joint Commission, then you will be able to view each program’s SAFER matrix from the survey event’s final report. To do so, click on the program that you would like to view in the SAFER matrix.
After the program is selected, the SAFER matrix tool will automatically refresh and will show all RFBs from the final report for that program.

**How to Select a Different Survey/Review Event to View:**

To change the survey/review event, click the *Go to Event List* link on the upper right side of the webpage.
This link will take you to the Event List page where you can choose another survey/review event to view.

**How to Navigate between Accreditation and Certification:**

To switch from accreditation survey events to certification review events on the Event List page, click on either **Accreditation** or **Certification** located above the Event List table depending on which events you would like to see. This will update the table to show the accreditation survey events or certification review events.

*Note: If you do not have security access to both accreditation survey and certification reviews, then you will not see the above visual. The SAFER matrix tool will automatically default to show only the content that you have security access to view.*

**Additional SAFER Resources:**

For more information on the SAFER matrix, go to the SAFER matrix tool home page. Additional information is located on the left-side of the page under the **Resource Documents** header.
Resource Documents
SAFER PowerPoint Presentation
SAFER Matrix™
Frequently Asked Questions (FAQs)
SAFER Infographic

Event List

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Program(s)</th>
<th>Event Date</th>
<th>Status</th>
<th>SAFER Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unannounced Medicare Deficiency Survey (Unannounced Full Event)</td>
<td>Hospital Accreditation Program</td>
<td>03/04/2016</td>
<td>Completed 09/26/2016</td>
<td>View</td>
</tr>
<tr>
<td>Unannounced Full Event</td>
<td>Hospital Accreditation Program</td>
<td>05/21/2016</td>
<td>Completed 08/01/2016</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Behavioral Health Care Accreditation Program</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>