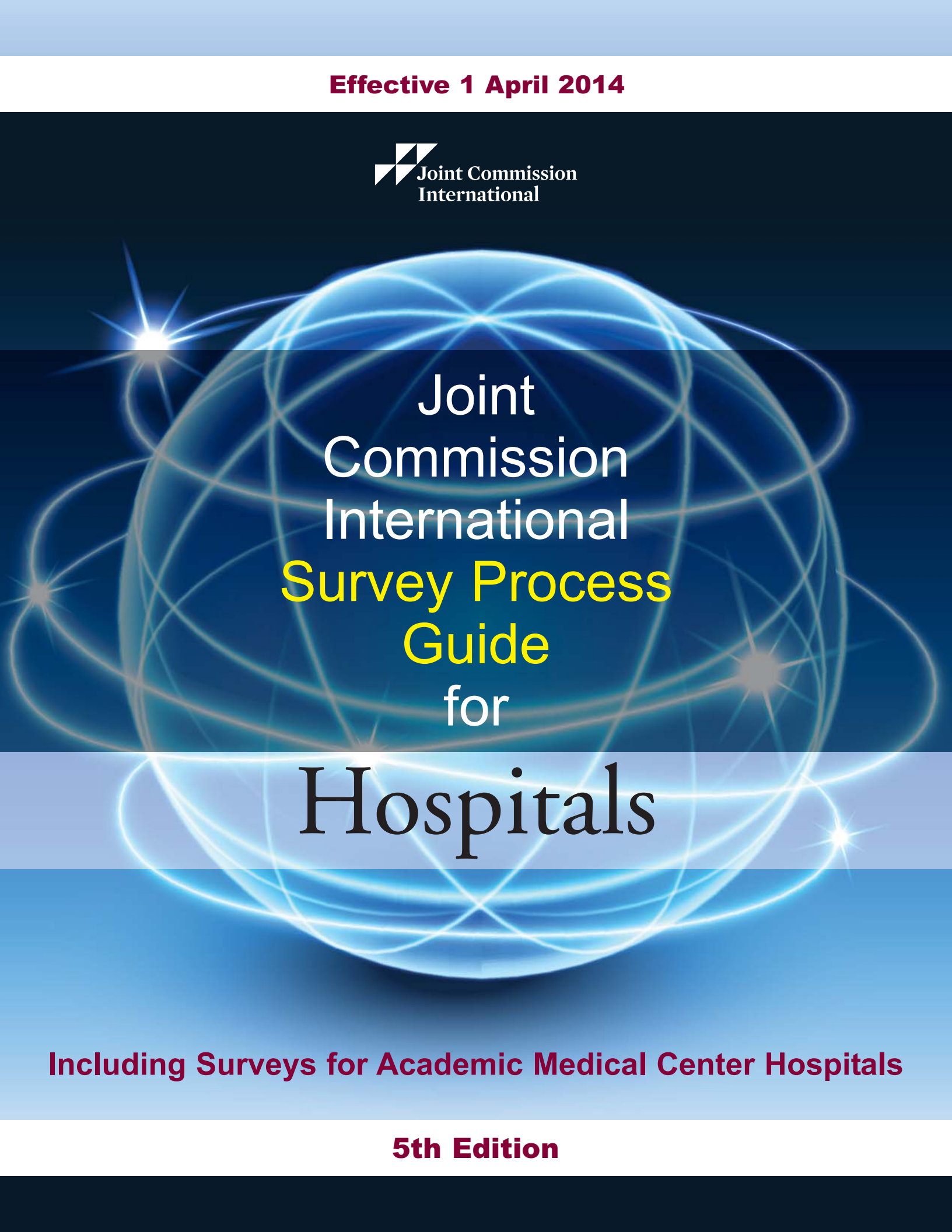


Effective 1 April 2014

A large, glowing blue globe with several intersecting white and blue orbital lines, set against a dark blue background with starburst effects.

Joint
Commission
International
**Survey Process
Guide**
for
Hospitals

Including Surveys for Academic Medical Center Hospitals

5th Edition

Joint Commission International

A division of Joint Commission Resources, Inc.

The mission of Joint Commission International (JCI) is to improve the safety and quality of care in the international community through the provision of education, publications, consultation, and evaluation services.

Joint Commission Resources educational programs and publications support, but are separate from, the accreditation activities of Joint Commission International. Attendees at Joint Commission Resources educational programs and purchasers of Joint Commission Resources publications receive no special consideration or treatment in, or confidential information about, the accreditation process.

© 2014 Joint Commission International

All rights reserved. No part of this publication may be reproduced in any form or by any means without written permission from the publisher.

Printed in the U.S.A. 5 4 3 2 1

Requests for permission to make copies of any part of this work should be mailed to

Permissions Editor

Department of Publications

Joint Commission Resources

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181 U.S.A.

Email requests are also welcome (permissions@jcrinc.com).

ISBN: 978-1-59940-825-5

Library of Congress Control Number: 2010930481

For more information about Joint Commission International, please visit the JCI website (<http://www.jointcommissioninternational.org>).

For more information about Joint Commission Resources, please visit the JCR website (<http://www.jcrinc.com>).

Contents

<i>Contact Joint Commission International</i>	vii
<i>Introduction</i>	1
Joint Commission International Surveys: General Information	2
Which Hospitals Are Eligible for a JCI Accreditation Survey?	3
How to Request a JCI Accreditation Survey	5
Survey Scheduling, Postponements, and Cancellations	7
The Standards Manual	8
Scoring Guidelines	12
Accreditation Decision Rules (Effective 1 April 2014)	16
Accreditation Preparation	19
The On-Site Survey	24
Sample Hospital Survey Agenda	26
Sample Academic Medical Center Hospital Survey Agenda	31
Tracer Methodology	36
The Accreditation Decision	39
Survey Agenda: Detailed Descriptions	41
Opening Conference and Agenda Review	42
Orientation to the Hospital's Services and the Quality Improvement Program	45
Surveyor Planning Session	47
Document Review	50
Daily Briefing	54
Leadership for Quality and Patient Safety Interview	56
Department/Service Quality Measurement Tracer	58
Quality Program Interview	60
Ethical Framework and Culture of Safety Interview	63

Supply Chain Management and Evidence-Based Purchasing Interview	65
Individual Patient Tracer Activity	67
Organ and Tissue Transplant Services Interview and Tracer	70
Facility Tour.....	72
System Tracer: Facility Management and Safety System	76
System Tracer: Medication Management	79
System Tracer: Infection Control	82
Undetermined Survey Activities	85
Optional Education Session: Hospital Decision Rules, Scoring Guidelines, and Strategic Improvement Plan	86
Staff and Medical Professional Education Qualifications Session	87
Medical Staff Qualifications Worksheet.....	89
Nursing Staff Qualifications Worksheet	92
Other Professional Staff Qualifications Worksheet.....	93
Medical Student and Trainee Qualifications Worksheet	96
Closed Patient Medical Record Review	97
Surveyor Team Meetings	115
Surveyor Report Preparation	116
Leadership Exit Conference	117
Additional Sessions Specific to Academic Medical Center Hospitals: Detailed Descriptions.....	118
Medical Professional Education Leadership Interview	119
Medical Student and Trainee Interview.....	121
Human Subjects Research Leadership Interview	123
Human Subjects Research Process Interview	125
Survey Planning Tools	127
External Auditing Body Recommendation Worksheet.....	128
Joint Commission International Library of Measures	129
Required Hospital Programs	129

Required Written Policies (Including Those Required in English)	131
Standards That Reference Laws and Regulations	144
<i>Index</i>	151

Contact Joint Commission International

Headquarters

1515 West 22nd Street, Suite 1300W

Oak Brook, Illinois 60523 USA

Accreditation: +1 630 268 4800

Consulting: +1 630 268 2900

Asia Pacific Office

37th Floor

Singapore Land Tower

50 Raffles Place

Singapore 048623

Telephone: +65 6829 7208

Middle East Office

P.O. Box 505018

Dubai Healthcare City

Dubai, United Arab Emirates

Telephone: +971 4369 4930

Mobile: +971 50 560 2394

Roaming Mobile: +971 50 653 2883

Fax: +971 4362 4951

Questions About Accreditation

- For general inquiries regarding accreditation services, to schedule an accreditation survey or ask about the application process please email Joint Commission International Accreditation at jciaccreditation@jcrinc.com.
- To submit a question about International Standards visit our web page, <http://www.jointcommissioninternational.org/interpretation-question/>.
- To comment about quality or safety at an accredited organization visit our web page, <http://www.jointcommissioninternational.org/reporting-quality-and-safety-issues/>.
- For general inquiries regarding advisory and educational services, please email JCI Consulting at jciconsulting@jcrinc.com.

Introduction

The *Joint Commission International Accreditation Hospital Survey Process Guide*, Fifth Edition is designed to help hospitals learn about and be better prepared for the Joint Commission International (JCI) survey process. This guide provides hospitals and academic medical center hospitals with important information about JCI, the hospital standards manual, eligibility for accreditation, how to request accreditation, survey preparation, the on-site survey, and the accreditation decision.

Hospitals should not hesitate to contact any of the JCI Accreditation Offices by telephone or e-mail using the contact directory (on page vii) for any other information.

Notes on This Publication

This publication contains the following enhancements for the reader and user:

- Any time a page number is listed in the text (including the Table of Contents on page iii), clicking on that page number will take the user directly to that page in the publication for easy reference.
- Web addresses and email addresses are also hyperlinked. To go to a web page or send an email to a listed address, click on the hyperlinked text.
- Where examples meant to better illustrate a requirement or other concept are included, they are preceded by the words **for example** in bold text.