

EXPERT INSIGHTS

How JCI's Gold Seal of Approval Empowers Healthcare Providers



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DISCLAIMER

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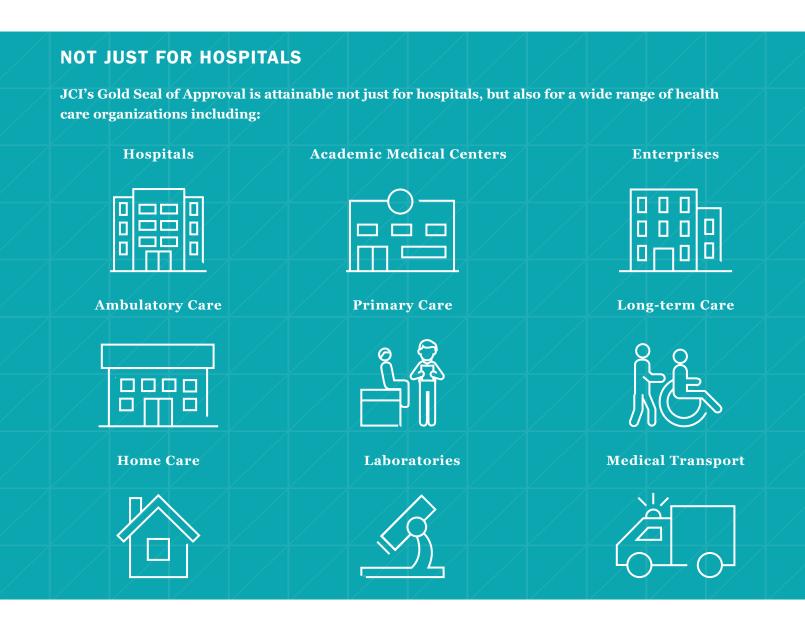
A COMMITMENT TO EXCELLENCE



Attaining international accreditation through Joint Commission International (JCI) isn't just an empty symbol, it demonstrates an organization-wide commitment to high quality outcomes and safe patient care.

As the global leader in health care, with more than 1,000 accredited organizations in over 70 countries, JCI's accreditation process empowers health care organizations around the world to seek continuous improvement and achieve operational excellence in all areas.

By receiving Joint Commission International's Gold Seal of Approval, hospitals, ambulatory clinics, laboratories, and other health care facilities send a strong message to the patients in their care and the medical professionals they employ: We are among the global elite, providing quality health care and prioritizing patient safety.



JCI'S ACCREDITATION PROCESS, EXPLAINED



Developed by international experts, the JCI accreditation program sets standardized expectations for processes structures, and outcomes, which support operational excellence.

The goal of JCI accreditation is to establish and encourage efforts that provide the highest quality of care, while also identifying and focusing on opportunities for continuous improvement.

THE STANDARDS

Linking to globally tested practices, Joint Commission standards are reasonable, achievable, measurable and complementary with national level standards of care., and measurable. Developed in tandem with JCI experts, accredited organizations, and based on the latest developments in the science of quality improvement and patient safety, JCI standards allow organizations to compete on an international level. Additionally, JCI standards reduce variation in practices and decrease risk. Standards are evidence-based and comprehensive.

Joint Commission International standards define the performance expectations, structures and functions that must be in place for a healthcare organization to attain the Gold Seal of Approval. The standards are grouped into two primary categories:

- 1. Patient-centered care
- 2. Health care organization management

Within these categories, standards are sorted by chapters, with each standard including an intent or rationale and specific, measurable requirements to meet the standard.

THE SURVEY

The survey is a highly anticipated component of the JCI accreditation process. During the survey, Joint Commission International experts — called surveyors — visit the organization seeking accreditation to evaluate policies and procedures, assess implementation and partner with the organization by identifying opportunities for improvement.

The JCI global surveyor team consists of experienced health care professionals trained specifically in evaluating the effectiveness of organizations. Using observation, interviews and interactions with employees and patients, the survey team reviews current practices, assesses for adherence to standards and identifies opportunities for growth.

JCI surveyors are partners, not third-party critics. The survey process is an opportunity for collaboration, guidance, and education. JCI trains experts to provide advice, offer insights and support the development of new solutions to improve quality control, safety and patient care.

SETTING THE STANDARDS

JCI develops standards with input and information from:

- Healthcare Organizations
- Subject Matter Experts
- Scientific Literature and Industry Guidelines
- Technical Advisory Panels
- Other Key Stakeholders



JCI'S ACCREDITATION PROCESS, EXPLAINED



THE SAFER MATRIX

Following the survey, each organization seeking JCI accreditation will receive access to a customized SAFER Matrix (Survey Analysis for Evaluating Risk). This matrix clearly identifies compliance deficiencies based on risk level and likelihood to harm.

The SAFER Matrix allows organizations to prioritize improvement efforts in an easy-to-understand format. Organizations can access their SAFER Matrix scores online through Joint Commission International's SAFER Dashboard.

ONGOING SUPPORT

A partnership with JCI is not an isolated event. Accredited health care organizations and those seeking accreditation gain access to a broad range of resources to support continuous improvement and operational excellence.

From educational materials to training programs to updates on the latest in health care best practices, JCI aims to keep health care professionals informed and empowered.





Seeking JCI accreditation is a big decision resulting in an even bigger impact on organization-wide excellence. Panelists at the 9th International Patient Safety Conference in New Delhi, India, shared their experiences partnering with Joint Commission International.

ASTER DM HEALTHCARE

Aster Hospitals in India are part of a publicly-traded, for-profit multinational health care company, Aster DM Healthcare. Because many of their hospitals are located in areas which offer multiple quality hospitals for patients to choose from, the team at Aster knew that JCI accreditation would help set it apart from its competitors.

Dr. Anup Warrier, Chief of Medical Services at Aster DM Healthcare in Kerala, believes that the group also pursued JCI accreditation because of a long-term goal to be perceived not just as a national-caliber hospital, but also as an international hospital. Pursuing NABH (National Accreditation Board for Hospitals and Healthcare Providers) and JCI accreditation in tandem was a way for the organization to demonstrate its superior commitment to quality of care.

After going through the initial accreditation process in 2016, Anup applauds the integration of clinical audits as part of physician's regular practices. Additionally, the JCI standards have helped Aster better implement a system of checks and balances to ensure patient safety and safe administration of care.



"If building an institute which you hope is going to be at an international level, then the JCI makes sense."

- Dr. Anup Warrier Aster DM Healthcare

INDRAPRASTHA APOLLO HOSPITALS



"Even if it's a housekeeper who comes and does his job of keeping the place clean, he understands what impact he has on the eventual outcome [of] a patient's delivery."

- Shiyakumar Pattabhiraman. Indraprastha Apollo Hospitals

As Managing Director for Indraprastha Apollo Hospitals, Shivakumar Pattabhiraman brings a unique background in hospital finance to his role. He feels an additional benefit to pursuing JCI accreditation is that the Gold Seal of Approval gives credibility to organizations seeking investors. With growing interest in India-based health care organizations from the private equity sector, pursuing accreditation from such an esteemed accrediting body can sometimes be the differentiating factor for investors.

Shivakumar also noticed that the survey process helped hospital staff embrace a mindset of continuous improvement. Through the survey observations and interviews, JCI surveyors identified flaws and partially unmet standards, which gave concrete action steps for Apollo's staff to pursue following JCI's visit.

Like others, Shivakumar also noticed a positive behavior change — from hospital leadership to clinicians to housekeeping staff. He noted that the process instills a sense of pride in employees, empowering them to understand the standards on a deep level and better care for patients.



NARAYANA HEALTH GROUP

As a public chain of over 20+ hospitals across India, consistency and standardization is essential to the success of Narayana Health Group. Rashmi Srivastava, Vice President of Group Quality and New Initiatives, says the global focus of JCI standards was one of the primary drivers when first seeking JCI accreditation back in 2010.

The three-year accreditation cycle allows the organization to validate continuity across the group.

Ms. Srivastava believes the ongoing partnership with JCI has motivated clinicians and frontline staff to lean more heavily on data as a reference when making policies and designing new processes. She also notes an increased focus on developing systems and procedures that can be sustained over time, sharing that the accreditation process has helped Narayana Health Group employees think longer-term when implementing change and improvements.



the standard with your frontline staff and your clinical team, then they become a part of the entire process and they start owning the process."

-Rashmi Srivastava, Narayana Health Group

WOCKHARDT HOSPITALS



"One of the reasons why we went for Joint Commission International [accreditation] was that it offered us a chance to try and come up to the world map."

 Dr. Parag Rindani, Wockhardt Hospitals Ltd Wockhardt Hospital Limited consists of six hospitals across Western India specializing in super specialty tertiary care. Dr. Parag Rindani, Group CEO, said his organization's roots in pharmaceuticals informed its deep emphasis on patient safety, spurring the pursuit of JCI accreditation.

He believes that with the honor of receiving a Gold Seal of Approval comes the responsibility of living up to JCI standards every day. He's noticed that hospital employees now carry a sense of pride in all interactions — with patients, with consultants, with vendors and with anyone who walks through the doors of their Joint Commission International facility.

Part of this sense of pride comes from buy-in, something Parag was careful to develop during the accreditation and reaccreditation process. By helping nurses, clinicians and other hospital staff understand the "why" behind JCI accreditation, he noticed an increase in willingness to participate in the process and go the extra mile in patient safety and patient care.



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Is your health care organization ready to embrace the highest level of quality care and patient safety?



Discover more about what Joint Commission International offers



Learn about JCI accreditation standards



Contact us to get started!

