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**Joint
Commission
International
Survey
Process
Guide for
Ambulatory
Care**

English

3rd Edition

Joint Commission International

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Questions About Accreditation

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- 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 Survey Process Guide for Ambulatory Care*, 3rd Edition is designed to help ambulatory care organizations learn about and be better prepared for the Joint Commission International (JCI) survey process. This guide provides ambulatory care organizations with important information about JCI, the standards manual for ambulatory care, eligibility for accreditation, how to request accreditation, survey preparation, the on-site survey, and the accreditation decision.

Ambulatory care organizations should not hesitate to contact any of the JCI Accreditation Offices by telephone or email using the contact directory (on page v) with questions.

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.

Joint Commission International Surveys: General Information



Which Ambulatory Care Organizations Are Eligible for a JCI Accreditation Survey?

Any ambulatory care organization may apply for Joint Commission International (JCI) accreditation if it meets all the following criteria:

- The organization is located outside of the United States and its territories.
- The organization is currently operating as a health care provider in the country and is licensed (if required).
- The organization provides services addressed by JCI standards.
- The organization must be in full operation (see below) at least four months or more prior to the time of the survey with all of the usual patient activities, all areas open, and the number of patients adequate to be surveyed.
- The organization assumes, or is willing to assume, responsibility for improving the quality of its care and services.
- The patient population is primarily outpatients seeking services. The organization may provide general or specialty services either urgent or planned. Examples of specialty services include outpatient surgical services, diagnostic testing, dental services, or palliative care.
- Patients stay in the facility for short periods; however, if patients need to stay overnight due to a prolonged recovery, they are expected to be released or transferred to an appropriate facility within 24 hours.
- When the ambulatory care organization is located within a hospital, it will be surveyed as part of the hospital survey; however, if the organization is separate from the hospital, the ambulatory care organization will be surveyed separately.

Full Operation

Full operation means the ambulatory care organization accurately identifies the following in its electronic application (E-App) at the time of application:

- All clinical services currently provided for patients. (Those clinical services that are planned and thus not identified in the E-App and begin operations at a later time will require a separate extension survey to evaluate those services.)
- Utilization statistics for clinical services showing consistent activity levels and types of services provided for at least four months or more prior to submission of the E-App.

All clinical services, areas, and/or departments identified in the E-App are available for a comprehensive evaluation against all relevant JCI standards for ambulatory care organizations consistent with JCI's normal survey process for the size and type of organization, such as

- patient tracer activities, including individual patient and systems tracers;
- open and closed medical record review;
- direct observation of patient care processes;
- interviews of patients; and
- interviews with medical students/trainees (if applicable).

Note: Contact JCI Accreditation prior to submitting an E-App to discuss the criteria and validate whether the organization meets the above criteria for full operation at least four months or more prior to submitting its E-App and at its initial survey. JCI may request documentation of the organization's utilization statistics prior to accepting the E-App or conducting the on-site survey. In addition, JCI will not begin an on-site survey, may discontinue an on-site survey, or may cancel a scheduled survey when it determines the organization is not in full operation.