



Joint Commission International Accreditation and Certification Policies
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Scheduling the Survey and Planning the Survey Agenda

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JCI Accreditation and the organization select the survey date and prepare the survey agenda together to meet the organization's needs and the requirements for an efficient survey. To reduce surveyor travel costs, JCI Accreditation will make every effort to coordinate the scheduling of surveys of related or independent organizations in a specific country or region.

JCI Accreditation will assign each organization a customer service specialist, who will serve as the primary contact between the organization and JCI Accreditation. This individual will coordinate survey planning and will be available to the organization to answer any questions about policies, procedures, or accreditation/certification issues.

The customer service specialist will work with the organization to prepare a survey agenda based on the size, type, and complexity of the health care organization. The agenda specifies the sites in the organization to be visited, the type of interviews to be conducted, the personnel to be interviewed, and the documents to be provided to the surveyors.

Highly qualified international surveyors will perform the survey. JCI Accreditation will make every effort to provide surveyors fluent in the language(s) used at the organization. If JCI surveyors with the appropriate language capabilities are not available, JCI will work with the organization to identify qualified interpreters.

Circumstances may arise when the organization or JCI Accreditation must postpone the scheduled survey or may wish to cancel the scheduled survey. In those circumstances, JCI will work with the organization to reschedule the survey to meet both parties' needs.