



Information Accuracy and Truthfulness Policy

Purpose. To ensure the consistent understanding of the expectations associated with the provision of information by organizations participating in the JCI accreditation or certification process and timeliness of their response to requests by the JCI Accreditation Office.

Policy

- a) The organization must provide accurate and truthful information at all times in the accreditation or certification process.
- b) JCI Accreditation requests that organizations allow only full-time employees who are fully committed to the organization (and are not contracted staff) and who are best suited for the position to be designated the primary contact individuals for all JCI Accreditation–related communications. This will help ensure the continuity of accurate transfer of information between JCI Accreditation and the organization.
- c) JCI Accreditation restricts accreditation- or certification-related communication to the three primary accreditation or certification contacts listed in E-App—chief executive officer (or equivalent), JCI accreditation or certification survey coordinator, and billing contact. The following communication requirements will apply to the individuals listed as the three primary contacts:
 - 1) The contacts need to establish a communication mechanism to ensure that all JCI accreditation or certification communications directed to them are responded to within the required time frame.
 - 2) JCI Accreditation will not respond to accreditation or certification communication from the organization staff outside the JCI accreditation or certification contacts. JCI Accreditation will refer all accreditation or certification communication requests to the primary contacts.
- d) After the organization has submitted an application, JCI Accreditation must be notified within 15 calendar days of any change, or at least 30 days before the scheduled survey date, if there is a change in the organization that modifies the information reported in the application. This information must be submitted via E-App on JCI’s client portal, JCI Direct Connect (<https://customer.jointcommissioninternational.org/>).
- e) Between surveys, the organization must notify JCI Accreditation within 15 days when there are changes in the organizational structure, ownership, or services, facilities, leadership, and required regulatory changes and licensure based on an investigation (*see* Reporting Requirements Between Surveys). This information must be submitted via E-App on JCI’s client portal, JCI Direct Connect (<https://customer.jointcommissioninternational.org/>).
- f) *Falsification* is defined as fabrication, in whole or in part, of any information provided (either by commission or omission) by an applicant or accredited/certified organization to JCI Accreditation. If the organization falsifies information relevant to the accreditation or certification, either by commission or omission, its accreditation or certification award will immediately be terminated, or, in the case of a new applicant, the organization will be ineligible for re-evaluation for one year. Examples of fabrication can include altering the content of documents through redrafting, reformatting, or deleting content; knowing false information; or providing, hiding, and removing evidence during a survey.
- g) If JCI Accreditation learns that the organization fails to meet one or more of the requirements above of this policy, the organization will initially be contacted to discuss the situation and the requirements with JCI Accreditation staff. The organization’s leaders will be reminded that their lack of compliance with the policy could place them in an administrative category, At Risk for Denial of Accreditation, as stated in that policy. If the organization continues to not meet the requirement, staff will place the organization in



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the At Risk for Denial of Accreditation/Certification category and their accreditation or certification decision will be reviewed by the Accreditation Committee to determine the outcome.