



Joint Commission International Accreditation and Certification Policies
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General Survey Policies

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The surveyors will visit the organization during the survey dates established and according to the prepared agenda. The surveyors may ask to interview any personnel during the survey, ask to visit any other unit or location of the organization not on the agenda, or request additional information. The organization must cooperate with the surveyors to provide accurate information about the organization and its compliance with the standards. Delays in providing the required information will be considered noncooperation, which may result in premature termination of the accreditation or certification process.

Tracer methodology is the foundation of the JCI on-site survey. The tracer methodology does the following:

- Incorporates the use of information provided in the accreditation or certification survey application
- Follows the experience of care for a number of patients through the organization's entire health care process
- Evaluate the performance of relevant processes, with particular focus on the integration and coordination of distinct but related processes
- Allows the surveyors to identify performance issues in one or more steps of the patient care process or in the interfaces between processes

The surveyors will confer with the organization's chief executive officer and other leaders at a leadership conference at the end of each survey. During this conference, the surveyors will provide preliminary information about their findings. This information is strictly preliminary and should not be considered final until review by JCI Accreditation has been completed.

If, during the survey, the surveyors identify any condition they believe poses a serious threat to public or patient safety, they will notify JCI Accreditation. JCI Accreditation will decide whether to issue an expedited Denial of Accreditation/Certification decision and to inform relevant public authorities.

Surveyor Training During the On-Site Survey Process

JCI Accreditation reserves the right to assign one or more surveyors in training to accompany the designated survey team. This individual(s) may participate in the survey process under the direct supervision and guidance of the survey team. All costs associated with this training activity will be borne by JCI Accreditation.

Other JCI Observers On-Site

JCI Accreditation management and supervisory personnel may observe an accreditation or certification survey. JCI Accreditation will include the name of the individual along with the names of the surveyors in the letter confirming the survey team and schedule. Observers do not take an active role in the survey process; they only observe the various activities carried out during the survey. All costs associated with this observation will be borne by JCI Accreditation.

Organization Observers

The organization may request that one or more other individuals observe the survey process. The organization must obtain the express written consent from JCI Accreditation in order to facilitate the observance. This written consent should be obtained at least 5 days prior to survey. Observers, which include consultants or advisors hired by the organization and employees of another hospital, must not have an interactive role in the survey process. As such, they will not participate in the discussions, interviews, or other activities conducted during the survey. Costs



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associated with the observation will be borne by the organization.to the invoice.