



Confidentiality Policy

The following information received or developed during the accreditation or certification process is kept confidential by JCI accreditation.

- The Official Survey Findings Report, unless the organization wishes to use its accreditation or certification to fulfill government requirements (for example, for licensure). JCI accreditation will release additional information, up to and including the Official Survey Findings Report, to the relevant government agency with the accredited or certified organization's authorization.
- Information learned from the organization before, during, or following the accreditation or certification survey, which is used to determine compliance with specific accreditation or certification standards
- An organization's root cause analysis or action plan prepared in response to a sentinel event or in response to other circumstances specified by JCI accreditation
- The Strategic Improvement Plan (SIP) prepared for "not met" findings from the Official Accreditation/Certification Survey Report
- All other material that may contribute to the accreditation or certification decision (for example, surveyor notes)
- Written staff analyses and Accreditation Committee minutes and agenda materials
- The identity of any individual who files a complaint about an accredited organization, unless JCI Accreditation has the express permission of the submitter or unless required by law

JCI will provide the following to the public:

- An accredited organization's status, that is, whether the organization is accredited, or if accreditation was withdrawn by JCI accreditation, and, if required by law, JCI accreditation can release to the regulatory body that the organization was denied accreditation
- The status of any Clinical Care Program Certifications held by the organization
- The status of an organization noted on the JCI website as either Accredited/Certified (and date) or Accreditation/Certification Withdrawn (and date). The status of Accreditation/Certification Withdrawn will be posted on the JCI accreditation website for one year or until the organization successfully reenters the accreditation or certification process.
- Upon request, the number of complaints an organization has had that met the JCI criteria for review

JCI will provide to the individual submitting a complaint that met the criteria for review

- the applicable standards reviewed;
- any standards for which Recommendations for Improvement were issued as a result of the review; and, when applicable
- any change in the organization's accreditation or certification status.

The accredited organization or certified program may release more detailed information, up to and including its Official Survey Findings Report, to whomever it wishes. However, when an organization disseminates inaccurate information about its accreditation or certification, JCI reserves the right to clarify information that would otherwise be considered confidential.