

## **General Survey Policies**

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 JCI 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.



**Joint Commission International Accreditation and Certification Policies**  
**©2015 Joint Commission International**  
**General Survey Policies**

**Organization Observers**

Observers of the onsite survey process are limited to individuals who are not employees of the health care organization. Individuals hired by the organization to provide consultation for the purpose of survey preparation, including a consultant from JCI or another independent consulting service, are generally not eligible to participate in the survey, nor observe the survey process. Such requests may be evaluated on an individual basis.

Members of the governing entity, such as the ministry of health, board of directors, or other governing entity representative may observe the accreditation survey without advance written notification. Observers from the governing entity are limited to a maximum of two observers.

- Organizations may request that one or more additional individuals observe the survey process. Only one observer per assigned surveyor may be allowed.
- Requests for survey observation must come from the organization to be surveyed (not from an individual wishing to observe the survey).
- The requesting party must obtain the express written consent of the other party to facilitate the observance. This written consent shall be obtained at least 5 days prior to the start of the survey.
- Organizations requesting observers shall send the Curriculum Vitae of all potential observers.
- Each observer must complete and return a confidentiality agreement for survey observation.
- JCI Central office will confirm receipt of the observation request and confirm approval of each observer.
- At the start of the survey, observers will be introduced to the survey team and each observer will be assigned to a surveyor.

During the on-site survey process, the observer must adhere to the following expectations:

- Must complete the observer confidentiality agreement
- May attend, but may not participate in, survey team discussions.
- May not seek to influence the gathering of survey information or the reporting of survey findings to the organization or to JCI.

All observers must adhere to the JCI Confidential Information Policy at all times, both during and after the survey observation. The JCI confidentiality policy prohibits releasing information gathered from an organization during the accreditation process. The only information that JCI accreditation will provide to the public is an accredited organization's status—that is, whether the organization is accredited or was denied accreditation—and number of complaints that have met criteria for review. The accredited organization may release more detailed information, up to and including its accreditation report, to whomever it wishes. However, when an organization disseminates inaccurate information about its accreditation, JCI reserves the right to clarify information that would otherwise be considered confidential.