



Joint Commission International Accreditation and Certification Policies

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Scheduling the Survey and Planning the Survey Agenda

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When completing the Electronic Application (E-App) the organization selects 5 preferred weeks of survey in order of preference. After JCI accreditation receives the signed contract, JCI will schedule the survey according to these preferred weeks. Confirmed survey dates will be provided via email after JCI is in receipt of the signed contract. 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.

The assigned Team Leader will send the survey agenda to the organization approximately eight weeks prior to the scheduled survey dates. The agenda may be modified based on organization review or on-site during survey to accommodate your organization and/or the team's activities to assure an appropriate, thorough survey.

JCI accreditation will assign each organization an Account Executive, 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 Survey Team Leader 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.

JCI accreditation organizes a team of surveyors to match the hospital's needs and unique characteristics. JCI accreditation will make every effort to provide a surveyor(s) who is fluent in the language(s) used at the hospital. If a JCI surveyor(s) with the necessary language capabilities is not available, it is the hospital's responsibility to provide interpreter services throughout the survey according to the requirements identified in APR.10. The interpreter(s) must be fluent in English and the language(s) used at the hospital, be experienced in verbal and written translation, be able to follow recognized Medical Interpreting Standards of Practice and abide by the confidentiality policies and regulations set up by the hospital.

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 accreditation will work with the organization to reschedule the survey to meet both parties' needs.