

## JCI Direct Connect

JCI provides each accredited and/or certified organization with access to *JCI Direct Connect*, JCI's secure, password-protected customer portal. *JCI Direct Connect* contains the following:

- E-App
- Important accreditation- or certification-related due dates
- Official reports, e-mails, and announcements including standard updates
- Continuous-compliance tools
- Current accreditation or certification manual and survey process guide
- A publicity guide for appropriate use of JCI Gold Seal of Approval® with advice on promoting the hospital's accreditation or certification

Organizations receive access to *JCI Direct Connect* when first applying for accreditation or certification and receive incremental access to more of the site's content and services as they proceed through the accreditation or certification process. Only fully accredited and certified organizations receive access to all of *JCI Direct Connects* content and services.

## Types of Surveys

### Full Survey

Survey of all the hospital standards throughout an entire organization. This may be the initial survey or the triennial survey. Definitions of both follow:

- *Initial Survey*—The first full survey of a hospital
- *Triennial Survey*—The survey of a hospital after a three-year cycle of accreditation

### Follow-up Survey

A survey that may be conducted as a required follow-up to a full survey (initial/triennial) when the documented findings do not meet one or more of the accreditation decision rules. A follow-up survey is limited in scope, content, and length and is designed to gather information on a specific issue(s) or limited number of standards or measurable elements (MEs), International Patient Safety Goals (IPSG), and/or Accreditation Participation Requirements (APR).

Follow-up surveys are scheduled at least 120 days, but no later than six months from the date the hospital received the Preliminary Survey Findings Report. JCI Accreditation may deny or withdraw an organization's accreditation/certification if the organization does not allow JCI Accreditation to conduct a follow-up survey.

### Extension Survey

An extension survey is conducted to evaluate an organization's continued compliance with the appropriate accreditation/certification program standards following significant changes in the organization's services/programs, patient volume, facilities, governance, or ownership. When any of these factors change, Joint Commission International Accreditation (JCIA) must evaluate the change to determine if the change is within or outside of the scope of a planned initial survey or the scope of a current accreditation award.

JCI may conduct an extension survey when the hospital notifies JCI before the change or within 30 days of changes in such core information from the hospital's profile, including but not limited to the following (*See also* APR.03.00):

- A change in the organization's ownership
- Requesting to change hospital accreditation to academic medical center accreditation
- A merger or acquisition; the organization has merged with, consolidated with, or acquired an unaccredited site, service, or program for which there are applicable JCI standards.
- The revocation or restriction of operational licenses or permits, any limitations or closure of patient care services, any sanctions of professional or other staff, or other actions under laws and regulations brought by relevant health authorities