

Requirement APR.09.00

The hospital notifies the public it serves about how to contact its hospital management and JCI to report concerns about patient safety and quality of care.

Rationale for APR.09.00

Methods of notice may include but are not limited to distribution of information about JCI, including contact information in published materials such as brochures and/or posting this information on the hospital's website.

The following link is provided to report a patient safety or quality-of-care concern to JCI: <https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>.

Hospitals seeking initial accreditation should be prepared to discuss their plan on how compliance with this APR will be achieved when accredited. JCI standards require hospitals to have a mechanism to receive and respond to complaints, conflicts, and other patient care quality and safety concerns in a timely manner. The hospital needs to inform the public it serves about how to access this process. (*See also* PCC.02.03)

The hospital also needs to inform the public about how to report concerns about patient safety and quality of care to JCI, in particular when the hospital process has not been effective in resolving the concern.

Consequences of Noncompliance with APR.09.00

A Strategic Improvement Plan (SIP) will be required when a hospital is found to not meet this requirement.

Measurable Elements of APR.09.00

1. ⑩ The hospital informs the public it serves about how to contact its management to report concerns about patient safety and quality of care. (*See also* GLD.07.01, ME 1)
2. ⑩ The hospital informs the public it serves about how to contact JCI to report concerns about patient safety and quality of care.

Requirement APR.10.00

Translation and interpretation services arranged by the hospital for an accreditation survey and any related activities are provided by qualified translation and interpretation professionals who have no relationship to the hospital.

Rationale for APR.10.00

The integrity of the on-site evaluation process, as well as the integrity of the outcome, depend on the surveyor(s) obtaining an unbiased, accurate understanding of their conversations with staff; and the hospital's staff communicating effectively in their language with the surveyor(s). To ensure this accurate, unbiased exchange, translation and interpretation is provided by individuals qualified to provide translation and interpretation services, with evidence of experience in health care translation and/or interpretation services. Individuals providing translation and interpretation services are not current or former staff of the hospital and do not have any conflicts of interest, such as immediate family members or staff of an affiliated hospital. Individuals providing translation and interpretation services have not served in any consultation capacity to the hospital in relation to accreditation or accreditation preparation, with the possible exception of assistance in translating the documents required by JCI to be in English or providing translation and interpretation services at a previous survey.

Qualified translators and interpreters provide to the hospital and JCI documentation of their experience in translation and interpretation. The documentation may include but is not limited to the following:

- Evidence of advanced education in English and in the language of the host hospital
- Evidence of translation and interpretation experience, preferably in the medical field

- Evidence of employment as a professional translator or interpreter, preferably full-time
- Evidence of continuing education in translation and interpretation, preferably in the medical field
- Translation and interpretation certifications, when applicable
- Other relevant translation and interpretation credentials

In some cases, JCI can provide organizations with a list of translators and interpreters who meet the requirements listed above.

JCI Accreditation staff will obtain a signed conflict of interest statement from each translator. For unannounced surveys, the surveyor and/or JCI Accreditation staff will evaluate the credentials of the translators.

Consequences of Noncompliance with APR.10.00

When translators are found to be unqualified due to lack of professional experience and/or other qualifications, or no signed conflict of interest statement is provided, the survey will be stopped until a suitable replacement can be found. The hospital is responsible for any additional costs related to the delay, including rescheduling of survey team members when necessary.

Measurable Elements of APR.10.00

1. ⑩ When applicable, the hospital submits the résumés of the selected translators no later than eight (8) weeks prior to the start of any JCI survey.

Requirement APR.11.00

The hospital provides patient care, treatment, services, and an environment that pose no risk of an “Immediate Threat to Health or Safety.”

Rationale for APR.11.00

Patients, staff, and the public trust hospitals to be low-risk, safe places. Thus, hospitals maintain that trust with ongoing vigilant review and supervision of safety practices.

Consequences of Noncompliance with APR.11.00

Immediate threats discovered during a survey interrupt the survey until the threat can be resolved or until the hospital, survey team, and JCI Accreditation staff can mediate the issue. Until the issue is resolved, the hospital is placed in Preliminary Denial of Accreditation and a follow-up survey is conducted.

Measurable Elements of APR.11.00

1. The hospital provides care, treatment, services, and an environment that pose no risk of an “Immediate Threat to Health or Safety.”