

each cancellation request. In the event that JCI cancels the survey for any reason or reasons other than those previously stated, JCI does not charge the organization a fee.

Postponement of a Survey

A hospital may postpone a survey that has already been scheduled without penalty or damages when one or more of the following situations occur:

- A natural disaster or another major unforeseen event that substantially disrupts operations
- A major strike that causes the organization to stop accepting patients, cancel surgery and/or other elective procedures, and transfer patients to other hospitals
- Patients, the organization, or both are being moved to another building during the dates of the scheduled survey.

JCI reserves the right to conduct a survey if the organization continues to provide patient care services under any of the above circumstances. Hospital renovation projects do not prevent JCI from conducting the survey.

If a hospital postpones the survey thirty (30) or fewer days prior to the first date of the survey for reasons other than those previously stated, JCI will require payment of all associated direct costs plus a postponement fee as outlined in the signed contract. If a hospital postpones the survey more than once after the survey dates are confirmed via e-mail by JCI, JCI will charge a rescheduling fee. This rescheduling fee will increase for each postponement request. In the event that JCI postpones the survey for any reason or reasons other than those previously stated, JCI does not charge the organization a fee.

Cost of Surveys

Calculation of Costs

JCI bases its accreditation survey fee on several factors, including the volume, type, and complexity of services provided by the hospital; the number of locations or care settings included in the survey; and the number of surveyors and survey days required to conduct the evaluation of compliance with JCI standards. Surveyor time for report preparation is included in the calculated survey days. JCI charges the hospital for any required follow-up surveys and for some hospital-initiated survey postponements or cancellations. Inquiries related to estimates of survey fees should be sent via e-mail to JCIAccreditation@jcrinc.com.

Travel Costs

In addition to survey fees, the hospital is responsible for paying all travel costs for the surveyors. This includes transportation (airfare, train, and car) and reasonable hotel accommodations and meals, including a set daily rate for meals and incidental expenses.

Payment Schedule of Survey Fees

JCI bills organizations for accreditation fees using one of two options, noted below. JCI requests that organizations identify their preferred billing option by selecting and signing for the desired option on the last page of their accreditation contract.

Payment Option I

Upon the hospital's return of the signed contract and within 30 days of receipt of the confirmed survey dates, the hospital will receive an invoice for 100% of the survey fees, not including surveyor expenses and surveyor airfares, unless available. Payment is due upon receipt of the invoice. Within 30 days of the conclusion of the survey, JCI will bill the hospital for the remaining surveyor(s) travel and maintenance expenses.

Payment Option II

Upon the organization's return of the signed contract and within 30 days of receipt of the confirmed survey dates, the organization will receive an invoice for the first half of the accreditation survey fees (50%) and all surveyor airfares if available. Payment is due upon receipt of the invoice. At the conclusion of the survey, the second invoice for the remaining 50% of the survey fees and available surveyor travel and maintenance expenses will be billed to the organization. If required, a third invoice may be billed for the balance of expenses.

The Survey

Scope of the Survey

The scope of a JCI survey is determined by the information in the hospital's E-App. All patient care buildings/settings and all patient units identified on the application are included in the survey. All standards contained in the current edition of the *Joint Commission International Accreditation Standards for Hospitals* and updated standards communicated through *JCI Insight* and the organization's *JCI Direct Connect* extranet site are applicable unless the hospital does not provide that service (for example, does not provide laboratory services on-site).

The Survey Process

The *tracer methodology* is the foundation of the JCI survey process. In the tracer methodology, surveyors select representative patients from the hospital's patient population and trace each patient's care experience through the hospital; and will also trace several key clinical and managerial systems and processes. This exercise allows surveyors to identify standards compliance issues evident in one or more steps of the patient care and management processes or in the interfaces between processes.

In addition, surveyors interview staff individually and in groups, observe patient care, speak to patients and their families, review patient medical records, review staff personnel records, and review policies and procedures and other documents.

Hospitals should consult their *Joint Commission International Survey Process Guide for Hospitals Including Standards for Academic Medical Centers*, 8th Edition—which JCI provides to hospitals after they have returned a signed contract for survey to JCI—for detailed descriptions of what takes place during a typical initial or triennial survey, including detailed descriptions of all survey activities, required documentation, and other resources.

The surveyors 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 provide preliminary information about their findings. Any preliminary information is not final until the review by JCI Accreditation Central Office staff has been completed.

If, during the survey, the surveyors identify any condition they believe poses a serious threat to public or patient safety, they notify the JCI Accreditation Central Office staff. In those circumstances, JCI decides whether to issue an expedited Denial of Accreditation decision and if it should inform relevant public authorities.

The Survey Report

The survey team may provide a draft of the report of standards compliance at the exit interview and will, upon request of the hospital's leaders, report survey findings to the hospital staff at a closing conference. Surveyor findings are not considered final until reviewed by the JCI Accreditation Central Office staff. The Official Survey Findings Report will be complete and posted to *JCI Direct Connect* within 20 calendar days of the end of the survey unless a follow-up survey is required.