

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.