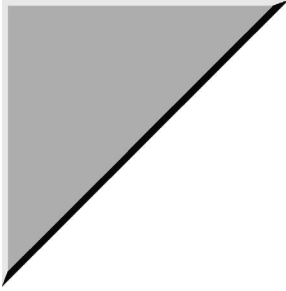


Joint Commission International
Certification Standards for
Telehealth



Section I: Certification Participation Requirements





Certification Participation Requirements (CPR)

Requirements

- CPR.1** The telehealth organization meets all requirements for timely submission of data and information to Joint Commission International (JCI).
- CPR.2** The telehealth organization provides JCI with accurate and complete information through all phases of the certification process.
- CPR.3** The telehealth organization reports within 30 days of the effective date of any changes in the organization's profile (electronic database) or information provided to JCI via the E-App before and between surveys.
- CPR.4** The telehealth organization permits evaluations of standards and policy compliance or verification of quality and safety concerns, reports, or regulatory authority sanctions at the discretion of JCI.
- CPR.5** The telehealth organization allows JCI to request (from the organization or an outside agency) and review an original or authenticated copy of the results and reports of external evaluations from publicly recognized bodies.
- CPR.6** Not applicable to telehealth organization certification.
- CPR.7** Not applicable to telehealth organization certification.
- CPR.8** The telehealth organization accurately represents its certification status and the facilities and services to which JCI certification applies. Only organizations with current JCI certification may display the Gold Seal.
- CPR.9** Any individual who provides care, treatment, and services can report concerns about patient safety and quality of care to JCI without retaliatory action from the organization.
- The organization educates its staff and other individuals who provide care, treatment, and services that concerns about the safety or quality of care provided in the organization may be reported to JCI.
 - The organization informs its staff that it will take no disciplinary or punitive action because an employee or other individual who provides care, treatment, and services reports safety or quality-of-care concerns to JCI.
 - The organization takes no disciplinary or punitive action against employees or other individuals who provide care, treatment, and services when they report safety or quality-of-care concerns to JCI.

CPR.10 Translation and interpretation services arranged by the organization for a certification survey and any related activities are provided by translation and interpretation professionals who are qualified and have no relationship to the organization.

Qualified translators and interpreters provide to the organization 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 organization's primary language
- 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
- Membership(s) in professional translation and interpretation associations
- Translation and interpretation proficiency testing results, when applicable
- 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.

CPR.11 The telehealth organization notifies the public it serves about how to contact its organization management and JCI to report concerns about patient safety and quality of care.

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

CPR.12 The telehealth organization provides care, treatment, services and an environment that pose no risk of an immediate threat to health or safety.

Section II: Patient-Centered Standards





International Patient Safety Goals (IPSG)

Goals

Goal 1: Identify Patients Correctly

IPSG.1 The telehealth organization develops and implements a process to improve accuracy of patient identification. (P)

Goal 2: Improve Effective Communication

IPSG.2 The telehealth organization develops and implements a process to improve the effectiveness of verbal and/or telecommunication among caregivers. (P)

IPSG.2.1 The telehealth organization develops and implements a process for reporting critical results of diagnostic tests. (P)

IPSG.2.2 The telehealth organization develops and implements a process for handover communication. (P)

Goal 4: Ensure Safe Surgery

IPSG.4 The telehealth organization develops and implements a process for the preoperative verification and surgical/invasive procedure site marking. (P)

IPSG.4.1 The telehealth organization develops and implements a process for the time-out that is performed immediately prior to the start of the surgical/invasive procedure and the sign-out that is conducted after the procedure. (P)



Access to Telehealth Services and Care (ATSC)

Standards

Telehealth Services

ATSC.1 The organization providing telehealth services informs stakeholders about its services and how to obtain care and screens patients to identify whether their health care needs match the telehealth organization's mission and resources. (P)

Registration and Intake Process

ATSC.2 The organization providing telehealth services has an intake process for patients prior to providing any services. (P)

Patient History and Continuity

ATSC.3 The organization providing telehealth services has a process for patients to provide historical clinical information from other health care providers. (P)

Referrals

ATSC.4 The organization providing telehealth services implements a referral management system. (P)

Emergency Services

ATSC.5 The organization providing telehealth services has a procedure to contact emergency services for patients when necessary. (P)



Patient Rights and Responsibilities (PRR)

Standard

Telehealth Consent

PRR.1 The organization providing telehealth services, prior to providing medical care, obtains a general consent for services from the patient. ④



Medication Management and Review (MMR)

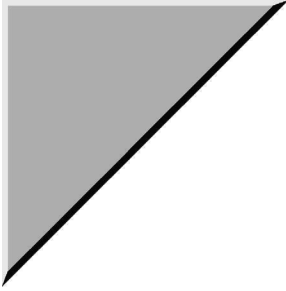
Standard

Medication Review

MMR.1 The organization providing telehealth services has a process to identify and document patient medications and to review this list prior to prescribing any additional medications. (P)

Section III: Health Care Organization Management Standards





Quality Data and Continuous Improvement (QDCI)

Standard

Quality Data and Continuous Improvement

QDCI.1 Leaders of the telehealth organization align data and metrics with the strategic priorities, scope, and services offered to patients and stakeholders and engage employees in continuous improvement efforts. ©



Governance, Strategy, and Oversight (GSO)

Standards

Services Meet Laws and Regulations

GSO.1 Organizations that provide telehealth services are available to meet patient needs, and all such services meet applicable local and national standards, laws, and regulations.

Strategic Plan

GSO.2 The organization providing telehealth services develops a strategic plan, in accordance with the affiliated accredited organization, using evidence-based practices. (P)



Telehealth Staff Qualifications (TSQ)

Standards

Privileges

TSQ.1 Providers who are responsible for the care, treatment, and services of patients are privileged to provide services via telehealth. ②

Staff Education and Training on Telehealth Security

TSQ.2 The telehealth organization has a program to provide each staff member with ongoing in-service and other education and training to maintain or to advance their skills and knowledge related to telehealth security. ②



Information Systems and Equipment Management (ISEM)

Standards

Patient Portal

ISEM.1 The organization providing telehealth services develops a secure patient portal for delivering care and providing two-way communication between patients and providers and/or the organization. (P)

Medication Management Systems

ISEM.2 The organization providing telehealth services and permits providers to prescribe medication uses an electronic medication management system. (P)

Interoperability

ISEM.3 The telehealth organization using an electronic health record system ensures interoperability to prevent medical errors and support continuity of patient care. (P)

Technology Risks

ISEM.4 The organization providing telehealth services recognizes and addresses risks that are inherent or unique to providing services via telehealth platforms. (P)

Informatics

ISEM.5 The telehealth organization's informatics system provides reliable patient-generated health data. (P)

Telediagnosics

ISEM.6 Telediagnosics are fully integrated into the telehealth organization; telediagnosics are used to provide patient care, are supported by technological maintenance, and are included in clinical education. (P)

Remote Patient Monitoring

ISEM.7 For organizations providing telehealth services and participating in remote patient monitoring, the monitoring system generates data for patient care. (P)