E-App Frequently Asked Questions (FAQ's) and Answers
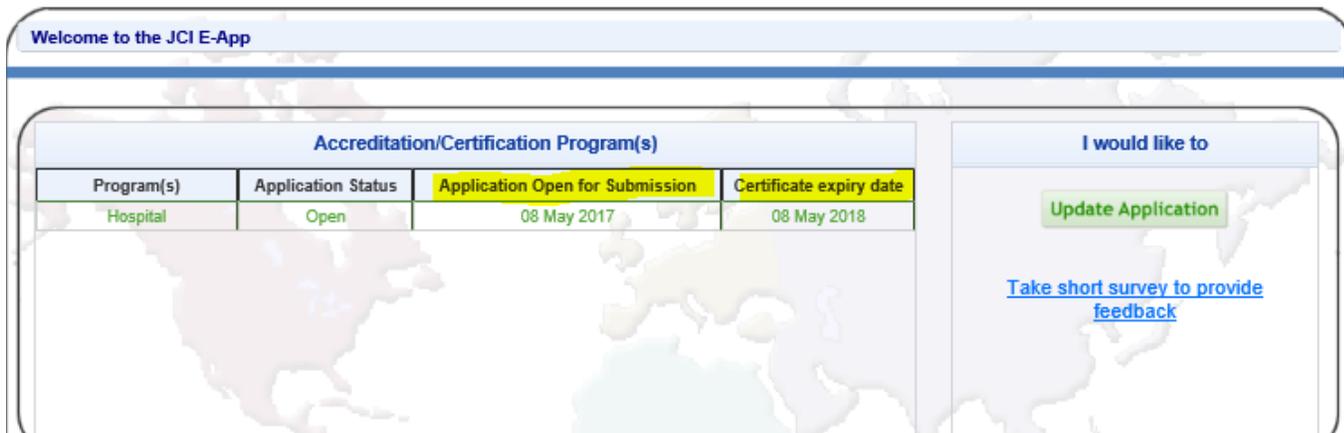
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Q: How will International Health Care Organizations be notified when their triennial survey is due?

A: Organizations will receive an automatically-generated email when the submission window is open. The date the application is open for submission and the certificate expiry date will also appear on Welcome page of the E-App

To access E-App for update and submittal please follow these instructions:

·   Use the following link to access JCI Direct Connect:
https://customer.jointcommissioninternational.org/

- Enter JCI Direct Connect with the user name/login and password issued to you. **Please note: your user name is always the email address on file with JCI Direct Connect.**
- If you have forgotten your password, click "Forgot Password" in the HELP CENTER box and create a new password.
- Once you have accessed JCI Direct Connect, go to "Survey" tab and click on "Go to E-App".
- If there are any other leadership changes – CEO, Survey Coordinator, Billing Contact – please make them under the "Security Access" tab. If there is a key icon next to our name, you are a Security Administrator and can update the contact information in this area. You may also add new contacts and additional Security Administrators, as well as give those contacts various levels of access to E-app. The new information you enter will be automatically entered into E-app, so there is no need for you to make changes within the application itself.

Q: What do I do if I forget my user name/login or password?

A: Your User Name is always the email address on file with JCI Direct Connect.

Please follow the instructions below to reset your password:

- Enter JCI Direct Connect using this link: https://customer.jointcommissioninternational.org/
- Enter your User Name/Login. (**Your user name is always the email address on file with JCI Accreditation).**
- Click "Forgot Password" in the HELP CENTER box and create a new password.
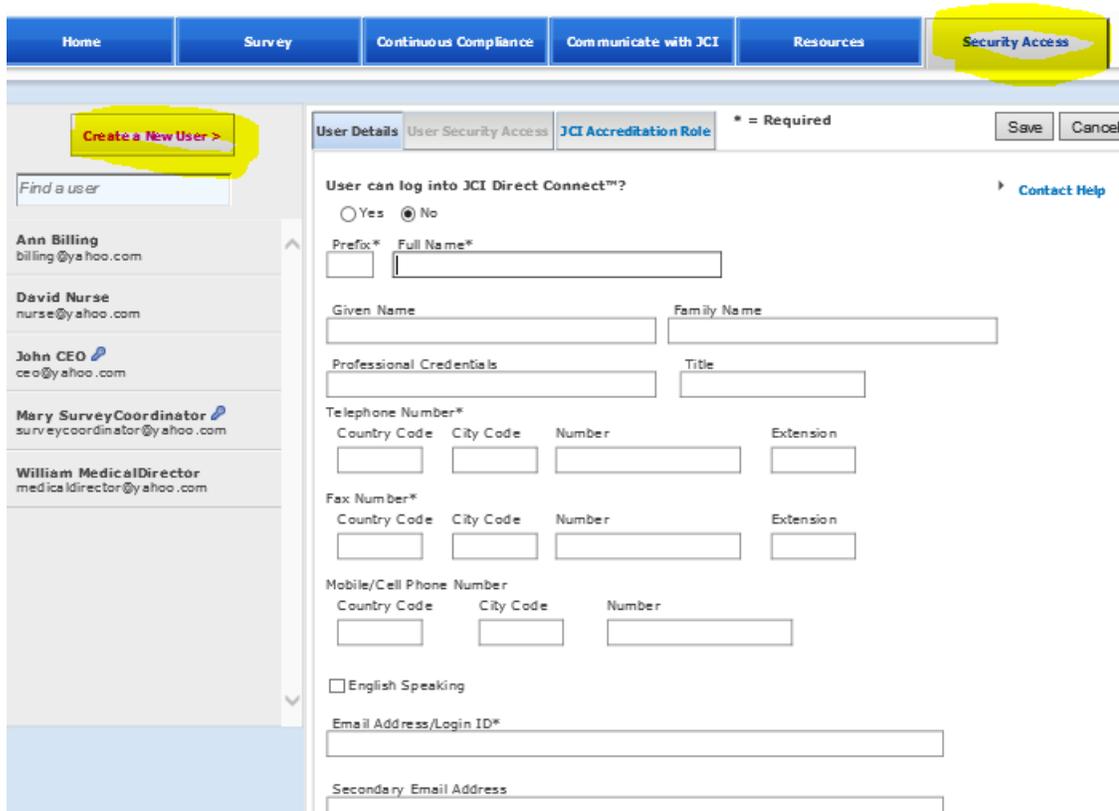
Q: How do I Add, Delete or Change Contact Information in Direct Connect?

A: The instructions below will guide you through the process of adding, deleting or changing system users:

To access JCI Direct Connect, use the following link:
https://customer.jointcommissioninternational.org/ Enter your user name/login and password. If you forgot your password, click the "Forgot Password" on the first page and create a new password. **Please note: your user name/login is always the email address on file with JCI Accreditation.**

1. On the JCI Direct Connect home page, click the "Security Access" tab. On the Security Access page, you will see a key next to your name and the name of any other staff member that has been designated as a Security Administrator. Staff members designated as Security Administrators can add new contacts and change the security access for current contacts in your organization. <u>This is the page on which your contact information will be added</u>.

2. Click on "Create a New User" and complete all information in "User Details" tab. Click "Save" to save new contact information
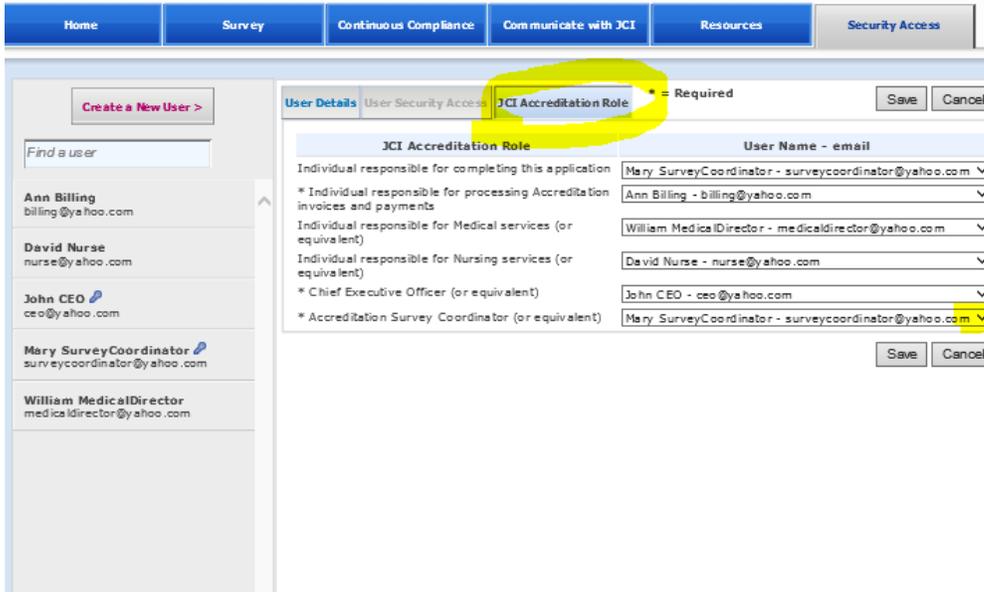
3. Click on "JCI Accreditation Role" tab and select the New User Name from the drop-down menu for each role and "Save." Please note, you may select one contact for multiple roles from the drop-down menu under "JCI Accreditation Role."

4. If a contact is no longer with your organization, click on the contact information in the left rail and click on "Remove User" and "Save"
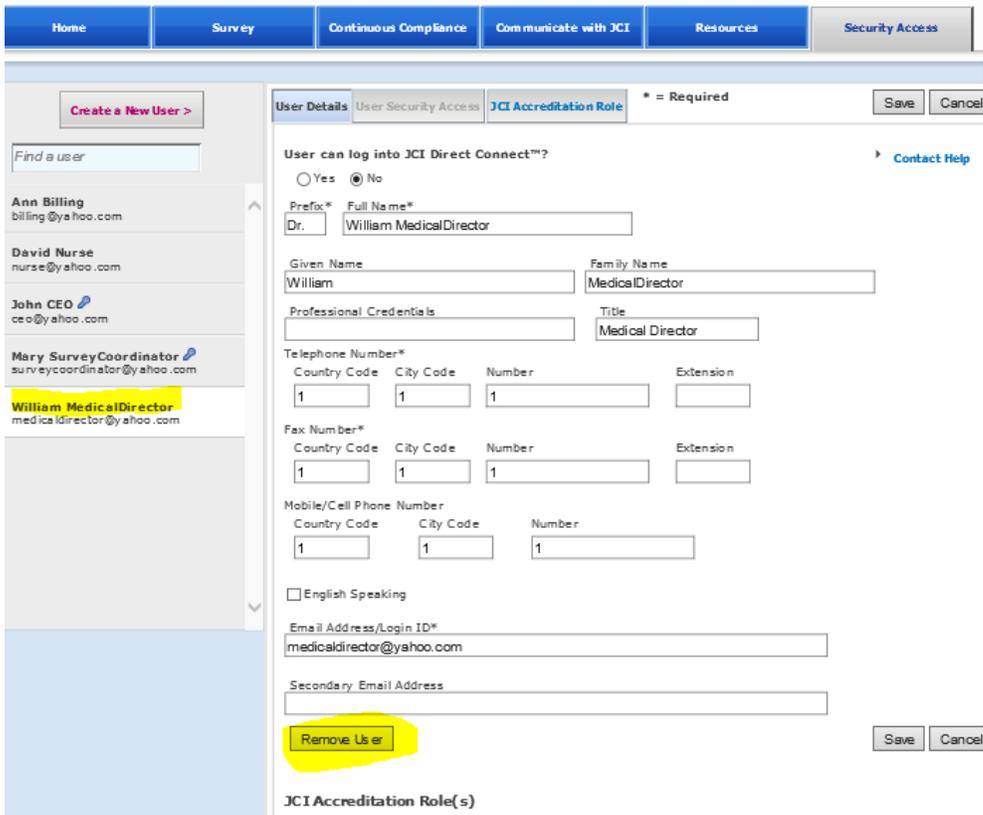
Q: How do I change Security Access or add Security Administrators?

A: To access JCI Direct Connect, use the following link:
https://customer.jointcommissioninternational.org/ Enter your user name/login and password. If you forgot your password, click the "Forgot Password" on the first page and create a new password. **Please note: your user name/login is always the email address on file with JCI Accreditation.**

1. On the JCI Direct Connect home page, click the "Security Access" tab. On the Security Access page, you will see a key next to your name and the name of any other staff member that has been designated as a Security Administrator. Staff members designated as Security Administrators can add new contacts and change the security access for current contacts in your organization.

2. Click the name of the contact on the left rail. On the "User Details" tab, you can indicate if they can log into JCI Direct Connect.

3. If the contact can log in to JCI Direct Connect, the Security Administrator can update the contact's security access by clicking on the "User Security Access" tab. The Security Administrator can also make the contact a Security Administrator, which will allow access to the E-App, to SIPs, and Survey Findings Reports.

a. **Types of E-App Security Rights:**
i. None: the user will be restricted from entering E-App
ii. View only: the user will only be able to view the E-App
iii. Full: the user has full access to edit the E-App
b. **Security Administrator**: By granting Security Administrator Access you are granting the user to add and remove users. For security reasons, by default we have granted only the CEO and Survey Coordinator Security Administrator rights.

Q: How do I apply for my Triennial Survey Reaccreditation?

A: Accredited organizations will receive an automatically-generated email when their submission window is open. All applications must be submitted through JCI Direct Connect using our Electronic Application (E-app).

- To begin using E-app, use the following link to access JCI Direct Connect: https://customer.jointcommissioninternational.org/
- Enter JCI Direct Connect with the user name/login and password issued to you. **Please note: your user name is always the email address on file with JCI Accreditation.**
- If you have forgotten your password, click "Forgot Password" in the HELP CENTER box and create a new password.
- Once you have accessed JCI Direct Connect, go to "Survey" tab and access E-app.
- Complete all information and "Submit" E-App

To ensure adequate time is allowed for scheduling and for a survey to be conducted within a 45-day period before or after your expiry date, we are requesting that your resurvey application be submitted approximately 6-9 months in advance of your preferred survey dates.

Q: How do I change the Ownership information in the E-App?

A: You will not be able to enter updated Ownership information in the E-App. Only Central office staff can change this section of E-app.

Email your Account Executive or the JCI Accreditation mailbox at: JCIAccreditation@jcrinc.com requesting the Owner Contact Information Form . Please return the completed form to the JCI Accreditation mailbox at: JCIAccreditation@jcrinc.com. We will immediately enter the new ownership information, and contact you for your review to assure accuracy.

Q: Where can I find the Gold Seal or information on how to publicize my accreditation?

A: Once an organization has successfully completed an accreditation survey, the Publicity Guide can be found on JCI Direct Connect under the "Resources" tab. The Publicity Guide includes the information you need to correctly display the JCI Gold Seal, suggestions about how to announce and promote your JCI Accreditation, and answers to frequently asked questions.
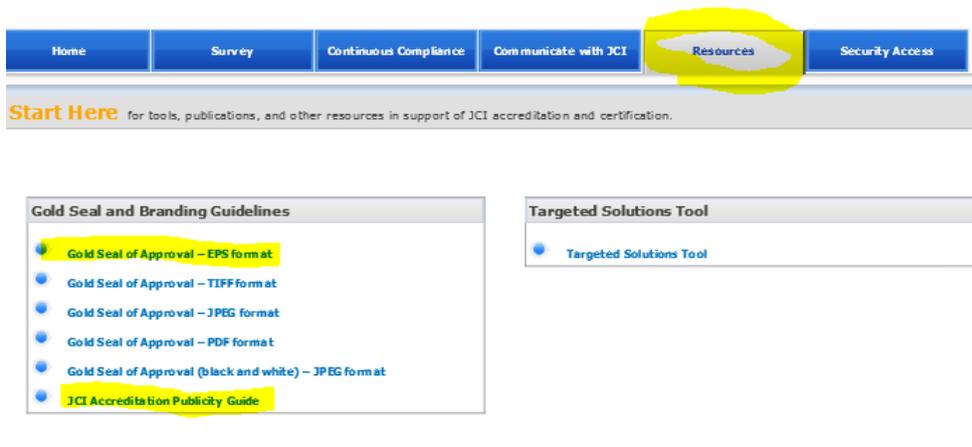
Q: How do I report changes between surveys?

Per the Hospital Standards Requirement: APR.3: "*The hospital reports within 30 days any changes in the hospital's profile (electronic database) or information provided to JCI via the E-App before and between surveys*"

1) Send a detailed list of the change(s) to the JCI Accreditation mailbox at JCIAccreditation@jcrinc.com.
2) Log into the E-App and update to include any new sites, services, changes to volume, etc. to your profile. Make sure to click "Update" on Tab 6 so all changes are sent to JCI Central Office

This information will be forwarded to one of our clinicians for review. The clinician reviewer will contact you directly with requests for additional information, andwill determine if an Extension survey is necessary. Please review the Extension Policy and APR.3.

Q: How do I send the Interpreter/ Translator Information?

Per APR.10 Translation and interpretation services arranged by the hospital for an accreditation survey and any related activities are provided by licensed translation and interpretation professionals who have no relationship to the hospital. Please submit the licenses and resumes of the selected translators no later than six (6) weeks prior to the start of any JCI on-site survey. The resumes of the translators must include a photo and should be sent to the JCI Accreditation mailbox at JCIAccreditation@jcrinc.com. (See APR.10 for additional requirements) JCI Accreditation also requires each translator to sign a Confidentiality Agreement.

Q: Where can I submit a Standards Interpretation Question?

A: In an effort to provide consistent responses to questions about clarifications of JCI standards, we are requesting that all standards inquiries be directed through the Standards Interpretation webpage at:

http://www.jointcommissioninternational.org/contact-us/submit-a-jci-standards-interpretation-question/

Inquiries submitted through the Standards Interpretation site are used to identify recurrent themes, which helps JCI target key areas for improvement when revising standards and provides us with valuable information for future programs.

Q: What do I do if there is a Sentinel Event at my organization?

A: Accredited organizations may voluntarily report sentinel events to JCI Accreditation. Please send sentinel event information to the JCI Quality Department at JCIQuality@jcrinc.com ,

Q: Who do I contact if I have a question about my Invoice?

A: Please direct all questions about your invoice to: AccountsReceivable@jcrinc.com

Q: What do I do if there is a change to my organization between surveys?

A: We consider the E-App to be a "profile" of your organization. Since the E-app/JCI Direct Connect is now our new contact information data base, we request that you update contact information immediately.

In addition, we recommend that you update the information located under all the tabs in the E-app as changes occur.

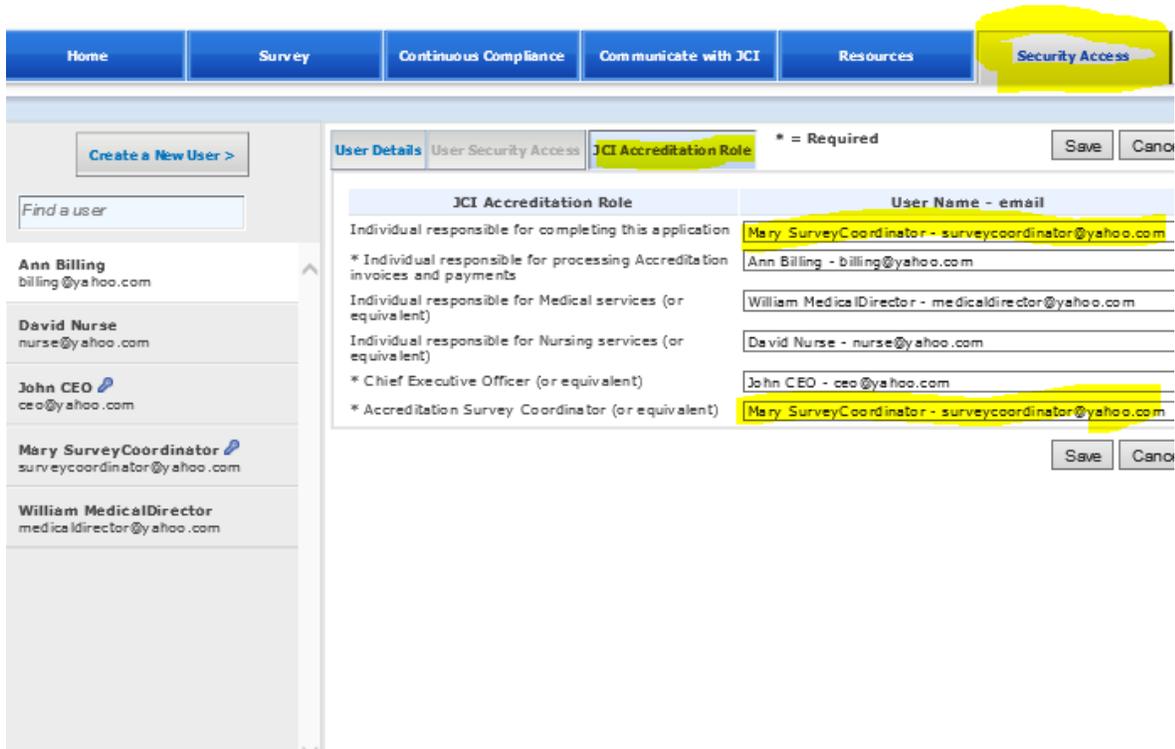You may log into the E-App and make updates at any time (24/7/365).

Q: How can I update or change my planned or avoid dates in E-App once it's been submitted?

A: Once you have submitted your E-App you cannot alter the planned or avoid dates. Please contact your Account Executive or the JCI Accreditation mailbox at JCIAccreditation@jcrinc.com if you need to make changes to the requested survey dates.

Q: Can contacts share the same email address?

A: No, to ensure the privacy of the healthcare organizations, each contact must have a separate email address. The email address represents each staff member's login/user name. You can assign multiple roles to one staff member/one email address by selecting the same contact from the drop-down menu for multiple roles on the "Security Access" tab.

Q: How can site-specific data be modified?

A: Site specific data can be modified on Tab 4 of the E-App by using the Edit/View or Delete button.

Q: How do you add a site in the E-App?

A: A site can be added to the E-App on Tab 4. There are two ways to add a site:

- Click on the "Add New Site" link on the left-hand side of the screen.
- Click the "Add" button located above the site listing(s).
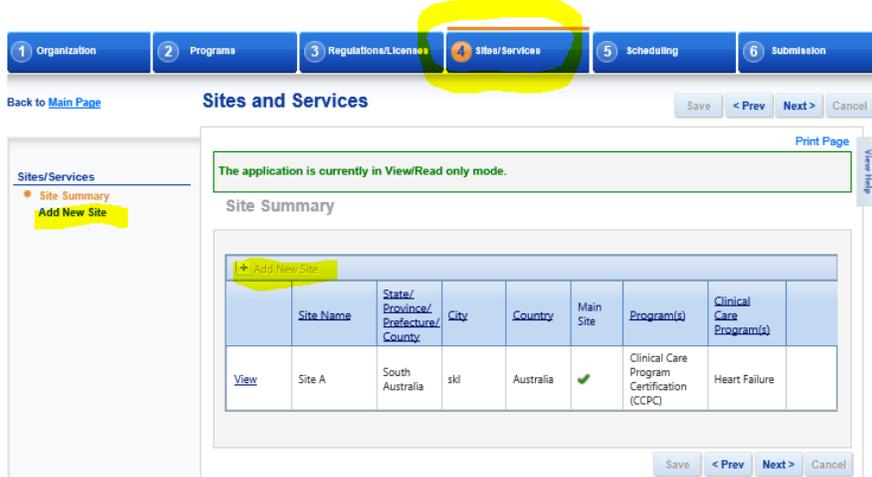
Q: Do I list each building as a separate site?

A: List each separate building as a separate site. (See site map below) If buildings are connected, they should be listed as one site.

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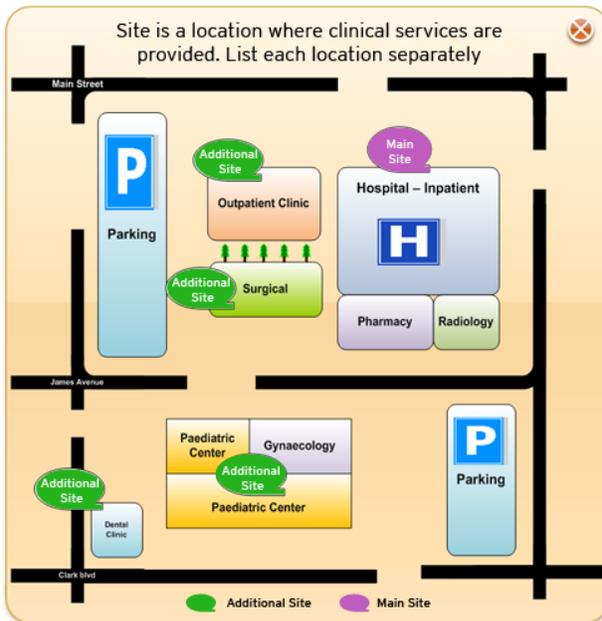
Q: Should sites that do not provide direct patient care be included in the E-App? (examples: administrative, billing services, warehouse)

A: Yes, the site should still be listed. You will check "no" when asked: "Does your building provide inpatient services" and/or "Does your building provide outpatient services". Additional site information is not required.

Q: What is the cost of an Accreditation survey?

A: JCI accredits small, specialty organizations, as well as large, more complex organizations. Survey fees are based on the size and complexity of the health care organization, which determine the size of the survey team and the number of days necessary to conduct the survey.

To receive an estimated cost of survey fees, please send a request to: jciaccreditation@jcrinc.com.

Q: When will an accredited organization receive their accreditation (or certification) certificate?

A: Once JCI renders the accreditation decision and the organization has paid all survey fees, JCI sends the Official Survey Findings Report and accreditation certificates to the organization via UPS mail.

Q: How do I print the E-App and can I just print specific pages?

A: Within the E-App, you can print a specific page by clicking on "print page" in the upper right-hand corner

There is also a print center located on the dashboard which will allow for the printing of various reports. Click on "Print Options/ Request" on the dashboard. You can print "Current Application" as well as "Previously Submitted Applications"

Q: If I have multiple programs but am not applying for surveys for all the programs should I uncheck the programs that will be surveyed later?

A: **Do not** uncheck any programs as it will delete all information in E-App. JCI Accreditation will know the programs for which you are applying.

Q: How do I know if I should be applying for a Primary Care survey as opposed to an Ambulatory Care survey?

A: Primary Care Centers are distinguished by the level of integration into the greater health community and involvement in improving the health of the immediate community served. Primary care centers strive for accessibility, comprehensiveness, coordination, continuity, and accountability on both an individual patient level and a community level. Primary care centers are also distinguished by their emphasis on health promotion and disease prevention.

Ambulatory Care standards address many different types of outpatient clinic including Free-standing medical, dental, and surgical facilities, Dialysis facilities, Diagnostic radiology centers and Outpatient chronic care management facilities and Acute care centers. They are designed to Strengthen patient safety efforts, improve risk management, facilitate effective management and delivery of information, Measure and improve the quality of facility management, Develop and ensure staff qualifications, increase community confidence by demonstrating a commitment to patient-centered care and Monitor and assess quality improvement, governance, and leadership efforts.

Please visit our website to review the eligibility criteria and learn more about the Primary Care and Ambulatory Care programs by following this link:

http://www.jointcommissioninternational.org/achieve/primary-care-centers/

http://www.jointcommissioninternational.org/achieve/ambulatory-care/

Q: How many patients does a Home Care organization need to be eligible for Joint Commission International accreditation?

A: Organizations seeking home care accreditation must have a minimum of 10 patients served and 5 patients active at the time of survey.

Q: Is my organization eligible to survey as a Network?

A: An organization may apply as a Network when the following eligibility criteria are met:

Type/ Number of Sites

• The applicant organization must contain at least two (2) sites. • The two (2) or more sites provide the same or similar services under the same accreditation program. • The two (2) or more sites are within the same country.

 Integration of the Sites

• The governance structure is the same for all sites.

• The organization is responsible for all the following at each site:

 Oversight of quality of care and approval of performance improvement efforts throughout the organization, including the receipt of information from each site.
 Oversight and approval of strategic goals and performance expectations.
 Development and approval of policies, and monitoring the execution of the policies.

Oversight and approval of each site's budget. (By virtue of approving each site's budget, in essence also approving each site's staffing plan.)
Appointment of an individual to manage the day-to-day operations, and periodic review of the performance of that individual.
Oversight of credentialing and privileging of licensed independent practitioners, if relevant. (Depending on the type of care/service provided by the organization, this responsibility may not be applicable in all settings or can be shared with the individual sites.)
Accountability for any required survey report follow-up, completion of the Strategic Improvement Plan (SIP) and for the maintenance of compliance between surveys.

Each accredited network receives on accreditation decision and one accreditation certificate under the name of the Network. Any circumstance that places an organization "At Risk for Denial of Accreditation,"

even when that circumstance is present at only one site, places the entire network at risk.

Q: How do I request an Observer on my upcoming survey?

A: Please send observer requests to the JCI Accreditation mailbox at JCIAccreditation@jcrinc.com. Please include the potential observer's CV or resume for review. We will ask the observer(s) to complete and return a Confidentiality Agreement.

We allow one observer per surveyor. Please be advised that our policy is that observers may not participate in any discussions or answer any questions; they are strictly to be observers.

Additionally, during the actual survey activities, should the surveyor feel that an observer(s) may interfere with the survey, the surveyor has the right to ask the observer(s) to leave the survey.