

SAMPLE ON-SITE SURVEY ACTIVITIES

Below is a sample of the activities that occur during an on-site Joint Commission survey and the general time allotted to complete the survey activity. The average survey is 2-3 days in length.

8:00-9:00 a.m.
1 hour

SURVEYOR ARRIVAL AND PRELIMINARY PLANNING: Your surveyor arrives and asks you to go to your Joint Commission extranet site, verify that your survey has begun and download your survey agenda. Escort the surveyor to the area set aside for them to work. The surveyor will request the documents used for survey planning (these are listed in the Comprehensive Manual, Appendix A).

9:00-10:00 a.m.
1 hour

OPENING CONFERENCE AND ORIENTATION TO THE ORGANIZATION: This is an interactive discussion between you, your staff and your surveyor. The surveyor will describe the structure of the survey and answer any questions you have about these activities. During the orientation part of the meeting, the surveyor will talk with you and your staff to learn more about how your organization is structured and operates. This helps the surveyor ensure a relevant and credible survey for you.

10:00-10:30 a.m.
30 minutes

CONTINUED SURVEYOR PLANNING

The surveyor uses the information that he/she received during the initial planning session and the orientation to select individual patients for tracer activity.*

90 minutes each

INDIVIDUAL TRACER* ACTIVITY: The surveyor traces one or more patients' experiences with your organization to evaluate your organization's compliance with standards as they relate to the care and services provided. This includes, but is not limited to, reviewing the patient's record and visiting with the patient and interview assigned staff members.

30 minutes

LUNCH

1 hour each

SYSTEM TRACERS* These are interactive discussions between your staff and the surveyor that are intended to help the surveyor evaluate your organization's compliance to standards as they relate to the systems and processes used to support patient care activities. Depending on the services provided these may include, but are not limited to: how data is managed, Infection Control, Competence, Environment of Care, Medication Management, Hospital Readmission, Equipment Management and Billing and Regulatory review.

1 hour

LEADERSHIP SESSION: An interactive discussion between the leadership of your organization and the surveyor. It is designed to explore the leadership's responsibility for creating and maintaining the structure and key processes which contribute to the quality and safety of the care, treatment, or services provided.

90 minutes

SURVEYOR REPORT PREPARATION: The surveyor provides a written preliminary report for the organization. It contains surveyor observations and a preliminary accreditation decision.

30 minutes

CEO EXIT BRIEFING AND ORGANIZATION EXIT CONFERENCE: The surveyor reviews the identified standards compliance issues and reports the outcome of the survey. The CEO is provided with a written preliminary accreditation decision report.