

# System Accreditation for Ambulatory Care Organizations



Earn the industry's most recognized quality distinction for your multiple sites with this efficient process.

## System Accreditation

Awards a single accreditation decision to an ambulatory “system” composed of a corporate office and multiple sites. Under this option, the main site is visited to assess system-wide policies and functions and then a random sample\* of sites are visited to assess the execution of the policies and the delivery of care.

**\*Note:** Sampling process is not applicable to ambulatory care systems who use sedation/ anesthesia for invasive or surgical procedures. For these organizations, all sites are surveyed.

## Process

- Survey evaluates policies and processes at system level and then assesses implementation of policies and processes at the site level

- Upon receipt of the survey results, customer makes required improvements (if any), and receives three-year accreditation decision
- Within 30 days of survey, customer receives half-day summation conference and a consolidated report of findings

## Value of System Accreditation

- Guides organizational design and standardization
- Fosters a culture of continuous improvement
- Increases visibility and credibility in local community
- Promotes leading practices and processes



“With its continued development and involvement with standards and tools and resources, The Joint Commission has helped us improve our quality assurance, including the things we do on a day-to-day basis that drives our focus on patient safety.”

**Kevin Graham**  
Senior Director Quality  
Clinical Education and Training  
Lifeline Vascular Access



## Criteria

Sites must share a common governance structure and corporate management must have oversight of the following:

- Performance improvement
- Strategic goals and expectations
- Policies and procedures
- Site budgets
- Performance of site managers
- Credentialing and privileging

## On-site Survey Experience

Customers describe The Joint Commission's survey process as educational and collaborative — an opportunity to enhance business practices guided by trusted industry experts. Our surveyors assess compliance to our standards in real time, guided by the customer experience and our unique “tracer” method. We conclude by providing your leadership team a thorough, objective assessment and practical strategies for ongoing performance improvement.

## How We Differ

- Exceptional customer service and educational resources
- Survey that is tailor-made for your settings and services
- Streamlined process to serve multi-site providers with one survey, one application
- On-site delivery of accreditation report to expedite receipt of your accreditation decision

## The Tools to Help You Succeed

- Dedicated account executive to guide you through your accreditation journey
- Standards Interpretation Group for help on standards compliance questions
- Personalized web account to manage your application, account, and communications from The Joint Commission
- Publicity kit and listing on The Joint Commission's web site, Quality Check<sup>®</sup> to assist with promoting your achievement
- Checklists, webinars, seminars and much more to help you prepare for and maintain your accreditation



FOR MORE INFORMATION

Please call 630.792.5215, email [PDarling2@jointcommission.org](mailto:PDarling2@jointcommission.org) or visit [www.jointcommission.org/ahc](http://www.jointcommission.org/ahc).