

Hear What Our Customers Have to Say

The Joint Commission accredits over 2,200 ambulatory facilities across the United States. We've had the opportunity to speak with a handful of them about the survey process and how accreditation has helped their organization improve patient safety and quality.



Hear what our customers have said about the survey process.

"Our survey was excellent. Our surveyor was very familiar with community health centers. In fact, she was the chief medical officer of a health center. The surveyors were very collaborative and focused on making sure that they left us with opportunities for improvement and tools to use, even in areas with no findings."

Community Health Center in East Harlem, NY

"Our surveyor had a very relevant background in our area – something that was missing from our surveyor from another accrediting organization. She was so friendly and knowledgeable that my staff joked, "Can we keep her?" She was very honest about what to expect from our first survey, and she gave us tips that I still use now and pass along to colleagues."

Surgery Center in Jeffersonville, IN

"I've always been very impressed with the way the surveyors can sit down and in a very collegial way, walk you through when maybe your policy doesn't meet the standards or your practice doesn't meet the standards. And how they can take you through that walk through and say, "How else could we look at this?" or, "How else could you meet your needs?"

Surgery Center in Milwaukee, WI

"Joint Commission surveyors are professional, thorough, consistent, friendly, and very approachable. They know your staff is nervous. They speak to them on a level that they can understand. When they come in, they are gracious and understand they are in your space. They are there to partner with you."

National Network of Cardiovascular Surgery Centers



"We recently had a Joint Commission survey at one of our surgery centers and a few of the staff commented that the survey process used to be a little scary, but they couldn't speak highly enough about how helpful the surveyors were."

Surgery Center Management Organization

"The Joint Commission is vested in how they can help us improve – everything is a teaching opportunity. Whether it is an announced or unannounced survey, it is all about improvement – not about a "gotcha" or a punitive process."

Community Health Center in Hartsville, SC





And hear what our customers had to say about how accreditation has improved their organization.



“I think that Joint Commission accreditation helps in recruitment. Good, quality people want to work for an accredited organization, and it helps in retaining those people, as well. The high standards, professionalism, and safe environment, knowing what to expect and how to be compliant, create an environment that people want to work in.”

National Network of Cardiovascular Surgery Centers

“The Joint Commission helps keep us accountable. It helps us see the dust bunnies within our organization that maybe we haven’t seen in a while or we get numb to. The Joint Commission helps ensure we keep focus on patient safety and quality.”

Medical Group Practice in Lubbock, TX

“Accreditation means a lot to the public, patients, and the payers we are involved with, who may be outside of government-funded health programs, such as commercial insurers. It’s a demonstrable symbol of our health center’s commitment to quality.”

Community Health Center in New Haven, CT

“Whenever we say we are Joint Commission accredited and PCMH certified, I can hear the respect in our partners’ response. With that respect comes many benefits including referrals, increased employee morale and accountability and, of course, enhanced patient safety. The most surprising has been the increased referrals.”

Community Health Center in Hartsville, SC

“I think the Joint Commission Survey Analysis for Evaluating Risk™ (SAFER™) Matrix is brilliant. In the past with other accreditors, we would get survey citations and feel sort of inundated, which was hard to sort out. The Joint Commission’s approach for identifying and communicating risk levels associated with deficiencies cited during a survey makes it much easier to prioritize what needs to be addressed first.”

Surgery Center in Jeffersonville, IN

“Accreditation has allowed us to attract and retain top talent due to the high level of quality our surgery center offers. We use accreditation to strengthen our brand and promote our commitment to continuous improvement and safety culture.”

Surgery Center in Middletown, NY

“We have formal structure and programs around Joint Commission, but we also have a lot of informal programs and just leaders stepping up and frontline staff really acting as champions for patient safety because there is such buy-in from our providers and our administrators.”

Medical Group Practice in Durham, NC

“The Joint Commission surveyor showed me how to use the standards as my roadmap to achieving accreditation and ultimately, to run a safer, efficient business.”

Surgery Center in San Francisco, CA



To learn more about Joint Commission accreditation for ambulatory health care, visit our website www.jointcommission.org/ahc, call 630-792-5286 or email us at AHCquality@jointcommission.org.