

Peer Perspectives on the Joint Commission Survey Process



What makes The Joint Commission the accrediting body of choice for so many organizations in behavioral health and human services?



“The accreditation experience with the Joint Commission has been very positive for our organization. We’ve really had great surveyors who’ve been collaborative in their efforts and gave us good feedback in areas that we can improve in, areas that we may have not otherwise had the time to find or the ability to dig into. And they really bring a wealth of knowledge and expertise as well. They often share new ideas with us that they’ve seen in other places that we wouldn’t otherwise have the opportunity to learn about.”

Chelsea Collins, Director of Performance Improvement and Accreditation, Rosecrance

“The Joint Commission surveyors have been great educators for our staff. Having outside eyes review our processes helps us improve quality, and hearing where we are doing well is also encouraging for our staff. We believe there is always something to be learned when you go through the accreditation process.”

Diane Butcher, Chief Operating Officer, The Renfrew Center

“Having a Joint Commission surveyor onsite for several days, you really get to see yourselves through somebody else’s eyes. The collaboration of the surveyors has been a great experience. It’s an opportunity to explore new ideas. And I love when they share new information. It might be a treatment plan tip, or a look at how another organization does things a little differently. During COVID that was just so critical, to hear what other places were doing, not just in our state, but around the country. I think it really brings a whole lot of information to your organization, with the focus being on your staff, your clients, your family members who are involved in care.”

Susan Tager, Site Director, New Directions, Inc., Crossroads Health

“Our organization is one that has a lot of different payor sources, a lot of different funders that require a lot of different types of information, and it starts to feel sometimes that we’re getting really administratively burdened in terms of the paperwork or how many things that we’re pushing onto our providers. But through the surveys, we are often able to hear how other people are doing and learn how we can streamline this.”

Amber Thomas, Chief Clinical Officer, Crossroads Health

“Joint Commission surveys are collaborative, and we look at them as an opportunity for us to grow and improve as an organization. To me, it’s not the number of requirements that we’ve gotten that defines a good survey. If it’s meaningful and it helps us become a better organization, we welcome that exchange. We get a lot out of our surveys with The Joint Commission.”

Richard Amy, Assistant Vice-President, Accreditation Services, Hathaway-Sycamores Child and Family Services



Learn more about the perspectives of your peers by watching our **free webinar replay** or visit us at **www.jointcommission.org/BHC**.

