

Working at The Joint Commission



Welcome

Thank you for considering The Joint Commission! This booklet provides information about the many benefits available to our employees. These include a comprehensive benefits package, generous vacation and holiday pay, and a subsidized on-site cafeteria, to name a few. Find out more information about The Joint Commission by visiting our website at www.jointcommission.org.

The Joint Commission – helping health care organizations help patients

Who we are

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Its vision is that all people always experience the safest, highest quality, best-value health care across all settings.

The Joint Commission realizes its mission through the work its employees do every day to help health care organizations **aspire** to provide safer, higher quality care. We are committed to providing products and services that are **relevant**, and to working **collaboratively** with our fellow employees, health care organizations and other stakeholders. Everything we do, every survey or review we conduct, every interaction with the public, and every standard we set, is done with the aim of helping our customers better serve their patients, residents and clients.

The Joint Commission is governed by a 21-member Board of Commissioners that includes physicians, administrators, nurses, employers, quality and innovation experts, and educators.

In addition, individuals from nationally recognized professional associations, health care organizations, corporations, government agencies, community groups and public members serve on advisory groups and panels that provide guidance and counsel for the evaluation of health care quality and safety. They assist The Joint Commission in identifying what is important when measuring the quality and safety of health care.

Center for Transforming Healthcare

The Joint Commission Center for Transforming Healthcare was established in 2008 to help health care organizations activate excellence and solve the industry's most critical safety and quality problems. The Center helps its partners – the nation's leading hospitals and health systems – to develop the mindset, behaviors, processes and systems that lead to lasting change. Through its high reliability training and data-driven approach, the Center helps organizations analyze specific breakdowns in care and discover their underlying causes to develop targeted, sustainable solutions. Find out more at www.centerfortransforminghealthcare.org.

Joint Commission Resources, Inc.

Joint Commission Resources, Inc., a not-for-profit wholly-owned affiliate of The Joint Commission, provides innovative solutions designed to help health care organizations improve patient safety and quality.

Joint Commission International

Joint Commission International was established in 1994 as a division of Joint Commission Resources. It extends The Joint Commission's mission worldwide by assisting international health care organizations, public health agencies, health ministries, and others to improve the quality and safety of patient care in more than 70 countries. JCI has regional offices in Asia Pacific and the Middle East.

The Joint Commission, Center for Transforming Healthcare and JCR maintain strict separation policies and have established a “firewall” that prohibits the entities from sharing any specific, confidential information about accredited organizations or certified programs, as well as certain accreditation process information.

What we do

The Joint Commission evaluates and accredits over 22,000 health care organizations and programs in the United States, such as organizations that provide ambulatory care, behavioral health care, home care, hospital, laboratory, nursing center care, and office-based surgery services.

The Joint Commission also offers certification for disease-specific care programs, primary care medical homes, behavioral health homes, integrated care, perinatal care, palliative care and health care staffing services.

Robust Process Improvement[®]

In 2008, President/CEO Mark Chassin, MD, and a small group of staff launched RPI — an evidence-based blend of Lean Six Sigma and change management tools and methods developed at The Joint Commission. RPI is designed to transform an organization into one with a high-functioning safety culture and high reliability in processes and outcomes as RPI is embedded and applied by staff at all levels.

From that small band of forward-thinking organizers, the enterprise RPI Department was established to guide and support the enterprise's RPI journey through staff training, education and strategic project facilitation. Today, the RPI team of certified Black Belts and change management leaders work with leaders and staff in the central offices and the field to transform the way we work, through everyday RPI.

RPI includes building the expertise of staff and leadership and embedding the tools and methods into the work we do every day. The RPI initiative reaches all staff and as a result, many have become RPI certified Change Agents, Yellow Belts, and Green Belts.

The Joint Commission enterprise celebrated 10 years of transformation through Robust Process Improvement (RPI) in 2018.

Our values

The Joint Commission believes that people are the most important asset of any business organization, and that each individual expects and deserves to be treated with dignity and respect.

The Joint Commission operates within a safety culture, a work environment that fosters mutual trust and individual accountability by embracing a respectful exchange of ideas and other behaviors that lead to: organizational learning; continuous improvement; and processes, services and products that are consistently excellent. All employees are expected to support values and behaviors that uphold this standard. These corporate values include:

Courtesy - We affirm that courtesy is essential in all relationships.

Empowerment - We believe that each employee should have the authority and support necessary to contribute effectively to continuous improvement in organization performance.

Improvement - We seek to continually improve our performance.

Integrity - We pledge that honesty and ethical behavior will characterize all of our transactions.

Quality - We believe that our customers are entitled to quality services and products provided in the most cost-effective manner.

Recognition - We believe that excellence in performance should be recognized.

Respect - We value the contributions of each individual, encourage development of individual capabilities, emphasize the importance of individual well-being, and gain strength from the diversity of our staff.

Responsiveness - We seek to understand and be responsive to the needs of one another and of those who use our products and services.

Teamwork - We believe that a productive work environment requires teamwork, active collaboration and clear and open communication within and across organization units.

Enterprise behavior expectations

Behavior performance is a crucial part of the success for all Joint Commission enterprise employees. Employees are evaluated annually on three behaviors in conjunction with performance goal performance.

The Enterprise Behavior Expectations are:

- Be Accountable
- Be Collaborative
- Strive To Be Better

Be Accountable



- Follow through on commitments
- Take responsibility for success and failure
- Take initiative

Corporate Values

Integrity
Responsiveness
Empowerment
Quality
Courtesy

Be Collaborative



- Actively work with colleagues and participate in teams
- Build and maintain professional relationships
- Be transparent and communicate regularly

Corporate Values

Respect
Responsiveness
Teamwork
Recognition

Strive To Be Better



- Understand the business and take a role in improving it
- Use RPI tools and methods
- Pursue personal improvement and growth

Corporate Values

Quality
Improvement
Responsiveness

Employment facts

The Joint Commission enterprise employs over 1,400 people. It is committed to providing equal opportunity for employment to individuals, regardless of race, color, gender, religion, age, national origin, marital status, sexual orientation, gender identity, disability, veteran status, or any other status or condition protected by law. This policy also applies to benefits, compensation, training, promotions/transfers, and all other terms and conditions of employment.

Work hours

The Joint Commission's regular office hours are 8:30 a.m. to 5 p.m. and our basic work week is 40 hours. Any deviation from these work hours is considered a flexible work arrangement, which must be approved by your manager. All employees, however, are expected to work during the core period of 10 a.m. to 2 p.m.

Business casual dress

We offer a business casual dress environment in the Central Office Monday through Thursday, and casual dress on Friday. Field staff are expected to wear traditional business attire when conducting surveys and reviews.

Paydays

Central Office staff working in the Illinois offices are paid on a biweekly basis on alternate Fridays. Field staff and employees working outside of Illinois are paid on a monthly basis.

Performance Review Cycle

New Hire 6-Month Review

For all new employees, performance is evaluated after 6-months of employment and is based on job performance during the first 6-months.

Mid-Year Check-In

During the middle of the cycle, approximately six months after the employee's performance evaluation date, the employee and manager review the employee's performance progress.

Annual Performance Review

All employees receive an Annual Performance Review which includes an employee self-assessment and a manager evaluation.

Opportunities for advancement

Joint Commission enterprise job openings are posted regularly on our website, www.jointcommission.org, and our intranet. We encourage employees to consider and apply for new opportunities as part of our commitment to continuous professional development. We also encourage referrals of qualified external candidates through our employee referral bonus program.

Talent Management & Development

The Talent Management and Development (TMD) team is committed to building The Joint Commission's culture, engagement, capability, and capacity through integrated talent management and professional development. We partner with managers to understand development needs, identify learning opportunities, and understand current and future talent needs. We help staff develop professionally so that they have what they need to contribute positively to enterprise goals and initiatives and meet career goals. We use an integrated approach that includes performance improvement, professional development planning, training delivery, succession planning, and talent management.

Our benefits

Vacation

Full-time Central Office and JCR field representative employees earn 15 days of vacation each year. After three years of service, full-time employees earn 20 days of vacation. Vacation for part-time employees is pro-rated according to their full-time equivalent (FTE) status.

Full-time Joint Commission field representatives earn 10 days of vacation each year. They also are eligible for five paid administrative leave days, which are designated for the week between the Christmas and New Year's holidays. Part-time field staff earn pro-rated vacation and paid administrative leave days based on their FTE status.

Full-time and part-time employees will accrue vacation time on a monthly basis. Full-time and part-time employees will be eligible to begin using vacation time the month following their date of employment.

Paid holidays

In 2021, Joint Commission employees will receive 11 paid holidays (9 enterprise-wide holidays and 2 floating holidays to be used at the employee's discretion). Part-time employees are paid for holidays on a pro-rated basis based on their FTE status.

Paid personal days

New full-time and part-time employees are eligible for personal time beginning with their first pay date. Full-time employees receive four paid personal days per year. Part-time employees receive two paid personal days per year. Employees beginning employment after June 30 receive half of their annual personal day allotment for that calendar year. Employees hired during the month of December are not eligible for any personal days during that calendar year.

*Medical care**

The Joint Commission offers a Blue Cross/Blue Shield Preferred Provider Organization (PPO) Plan with a choice of two plan deductibles. In addition, The Blue Cross/Blue Shield Blue Advantage HMO is available to those employees living in the Blue Cross of Illinois Service area. The cost of the medical care plans is shared between employees and The Joint Commission. Employees pay their portion of the cost of the medical care plans on a pre-tax basis, which means contributions are deducted from employees' paychecks before taxes are paid. Smoker and non-smoker rates apply. A Working Spouse Surcharge may apply.

* Full-time and part-time employees are eligible for this benefit effective the first day of the month following their date of employment.

*Dental care**

We offer a choice of two dental plans. The Delta Dental Preferred Provider Organization (PPO) Plan allows employees to choose from a large national network of providers or choose their own non-participating dentist. The DeltaCare DHMO Plan is available to employees living in Illinois, Florida, Texas or California. The Dental DHMO Plan provides unlimited dental care when services are provided by a network dentist. No coverage is provided when services are provided by a non-participating provider. The cost of the dental care plan is shared between employees and The Joint Commission. As with medical care plans, employees pay their portion of the cost of the dental plans on a pre-tax basis.

*Vision care**

An annual eye exam is available to all employees with health coverage under a Joint Commission medical plan. This benefit is provided through the Vision Service Plan (VSP) network of providers.

All full-time and part-time employees have the opportunity to elect eyewear coverage through VSP that will provide for the purchase of eyeglasses or contact lenses with a low co-payment at participating locations nationwide.

* Full-time and part-time employees are eligible for this benefit effective the first day of the month following their date of employment.

Flexible spending accounts

The Joint Commission offers a health care reimbursement account and a dependent care reimbursement account. These spending accounts allow employees to set aside pre-tax dollars to pay for health and dependent care expenses.

Life insurance

Full-time employees are provided life insurance in the amount of their annual salary plus \$10,000. Eligible part-time employees are covered with a \$25,000 life insurance benefit. Optional group term life insurance is available in increments from \$10,000 to \$500,000 at the employee's expense.

Dependent life insurance

Employees can elect life insurance coverage for a spouse from \$5,000 up to \$250,000 and/or dependent children in the amount of \$10,000, if they have elected optional group term life insurance for themselves.

Travel accident and voluntary insurance for accidental death and dismemberment

The Joint Commission provides up to \$200,000 in benefits while employees are on company business in the event they are hurt or killed. Additional accidental death and dismemberment insurance is available at the employee's expense.

Paid sick days

Full-time employees accrue 10 paid sick days per year. Part-time employees accrue paid sick time on a pro-rated basis. Full-time and part-time employees accrue this sick time monthly on the first pay date of each month. Unused sick days are carried over, or “banked” from one year to the next up to a maximum of 70 days.

Short term disability

The Joint Commission provides Short Term Disability (STD) pay for full-time and part-time employees who cannot work due to medical reasons. Employees are eligible for this benefit after 26 weeks of employment. STD pay is 70% of salary, begins two weeks after the start of the disability, and lasts for up to 24 weeks. Medical documentation must be provided.

Long term disability

Full-time employees who are unable to work after receiving the maximum 24 weeks of Short Term Disability pay may apply for Long Term Disability benefits (LTD). If approved, LTD benefits provide 60% salary replacement up to \$12,000 per month. Note: Exclusions apply if disability occurs during the first 18 months of employment.

Critical illness insurance

Employees can elect to purchase from \$10,000 to \$50,000 of coverage for the first occurrence of a heart attack, cancer, stroke, kidney failure, major organ transplant or coronary artery bypass graft. Critical illness coverage provides the additional financial support for expenses not covered under the medical plan. Coverage is provided through MetLife™.

Tuition reimbursement

Full-time employees with 12 months of continuous service prior to the commencement of the desired course(s) are eligible for tuition reimbursement. Approval must be obtained from the appropriate department head and a degree approval plan must be on file prior to registration. Upon presentation of evidence of satisfactory completion of course work and tuition payment receipts, The Joint Commission will reimburse employees according to the following schedule: 70 percent of tuition costs to a maximum of \$2,000/yr for employees with less than three years of employment; and 90 percent of tuition costs to a maximum of \$5,250/yr for employees with three or more years of service.

Retirement and savings plans

Account-based retirement plan

Employees are eligible to participate in the retirement plan on Jan. 1 or July 1 after completing one year of employment, provided they have worked at least 1,000 hours in that year and were at least age 21. The Joint Commission funds this plan on its employees' behalf by contributing an amount equal to 5 percent of compensation each calendar year of credited service, along with interest credit of 5 percent. When an employee has three or more credited years of service, the employee is vested in the plan and entitled to an accrued benefit at retirement or termination.

Smart Saver 401(k) plan

Full-time and part-time employees are eligible to participate in the Smart Saver 401(k) plan if they are age 21 or over. Contributions can be made with pre-tax dollars or post-tax dollars, also known as a Roth 401(k), or a combination of the two. After one year of credited service, contributions up to 6% of pay deferred each payroll period will be matched by The Joint Commission at the rate of 50 cents to dollar each payroll period. A maximum of 50 percent of pay may be contributed by an employee, not to exceed \$19,500 per year (2021). An additional \$6,500 “catch-up” contribution can be elected by participants age 50 and over.

403(b) tax-sheltered annuity program

The Joint Commission has made provisions to allow all employees to voluntarily establish a tax-sheltered annuity through a 403(b) Retirement Savings Program. This optional retirement program allows an employee to defer up to 50 percent of salary to a maximum of \$19,500. An additional \$6,500 “catch up” contribution can be elected by participants age 50 and over.

Note: Employees participating in the 401(k) plan cannot also participate in the 403(b) plan in the same calendar year.

Family friendly and other employee benefits

Adoption assistance

To help offset costs associated with the adoption of a child, The Joint Commission will reimburse up to \$4,000 of eligible adoption expenses for full-time and part-time employees.

Employee assistance program (EAP)

The Joint Commission provides all employees with 24/7 access to services providing solution-focused counseling, information, resources, and referrals related to emotions and stress, addiction and recovery, parenting, caregiver support, financial concerns, legal matters, and workplace issues.

DuPage Credit Union

Central Office full-time and part-time employees may join the DuPage Credit Union with an initial \$50 savings account deposit. The credit union offers low-interest loans, IRAs, payroll deduction savings and checking plans, and more.

Group auto, homeowners, pet insurance

All employees can take advantage of competitive group rates for their personal auto, homeowners and/or pet insurance through MetLife™. Payroll deducted premiums are available for full-time and part-time employees.

Group legal plan

All employees can elect to enroll in a group legal plan through MetLaw.™ The legal plan provides access to a network of attorneys who provide a variety of legal services. Payroll deducted premiums are available for full-time and part-time employees.

Dry cleaning service

The Joint Commission offers a convenient drop-off/pick-up dry cleaning service to all employees in the Central Office.

Smoke-free environment

The Joint Commission provides a smoke-free campus. A company paid smoking cessation program is offered to employees and their dependents through *The Quit For Life Program*.

Employment at will

Employment with The Joint Commission is “at will,” meaning either the employee or The Joint Commission can terminate the employment relationship at any time for any reason.

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Locations

The Joint Commission - Central Office Center for Transforming Healthcare

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The information contained in this brochure is intended to provide an overview of the policies and benefits offered by The Joint Commission. Specific policies, programs and coverages are subject to change at the discretion of management, or as required by law. If information in this brochure is in conflict with approved policies or official plan documents, the official policies and plan documents will govern.

