

# 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](http://www.jointcommission.org).**

**The Joint Commission – helping health care organizations help patients**

**Our corporate vision**

All people always experience the safest, highest quality, best-value health care across all settings.

**Our mission**

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

### **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, educators, along with safety, quality and innovation experts.

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.

### **Joint Commission Resources, Inc.**

#### **Our Mission**

To continuously improve the safety and quality of health care in the United States and in the international community through the provision of education, publications, consultation, and evaluation services.

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**

#### **Our Mission**

To continuously improve the safety and quality of care in the international community through the provision of education and consultation services and international accreditation and certification.

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 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.

### **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.

### **The Joint Commission's Commitment to Diversity, Equity & Inclusion**

The Joint Commission is committed to creating a workplace that is respectful & supportive of people of all ages, colors, races, genders, ethnicities, sexual orientation, gender expressions and religions. The Joint Commission's commitment to diversity, equity and inclusion is more than policies, programs, or headcounts. It is:

- Better for our staff: Diversity is important for a good work culture and job satisfaction. We want to hire and work with the best people.
- Better for our business: A more diverse team helps us provide better services and products for our diverse set of customers.
- Better for the world: Simply put, it's the right thing to do. We see ourselves as part of a greater community with a shared responsibility to make the world a better place.

The Joint Commission's Diversity, Equity & Inclusion Council is an enterprise-wide group of staff dedicated to developing and driving an enterprise approach to improving diversity, equity and inclusion throughout the enterprise and to realizing the vision with strategies and initiatives that are aligned to enterprise objectives.



## 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



## **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 "dress for your day" environment in the Central Office, this means that employees can wear casual attire. However, when the board is in session in the Central Office building they must be in business casual attire, and when staff meet with customers or vendors, they should wear attire that matches the level of dress worn by those with whom they are meeting (either in business casual or traditional business attire). Field staff are expected to wear traditional business attire when conducting surveys and reviews.

### *Paydays*

Central Office staff are paid on a biweekly basis on alternate Fridays. Field Staff 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](http://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 to enterprise goals and initiatives. 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 five 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 2023, 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 and a Health Savers Plan (High- Deductible Health Plan) with a Health Savings plan.. 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.

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\* 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 through EyeMed to those employees who elect the BCBS HMO medical plan only.

All full-time and part-time employees can elect eye coverage through VSP that will provide an eye exam and the purchase of eyeglasses or contact lenses with a low co-payment at participating locations nationwide.

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\* 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.

### *Health Savings Account*

The Joint Commission offers a health savings account with enrollment in a BCBS health savers plan (high deductible health plan). The Joint Commission will provide a contribution in January of \$1,000 for family and \$500 for single coverage. (These amounts will be prorated if an employee is hired during the year and elects this medical plan.) Employees can also contribute their own funds up to the annual maximums.

### *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 voluntary 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 80 hours.

### *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 to our leave vendor, Prudential for approval.

### *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) through Prudential. 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™.

Employees who enroll in the BCBS Health Savers Plan (high deductible medical plan) will receive an employer paid \$5,000 critical illness plan. Coverage is provided through Prudential.

### *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 for coursework that contributes to specified development goals. 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. 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 \$22,500 per year (2023). An additional \$7,500 "catch-up" contribution can be elected by participants age 50 and over.

## **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.

### *Family Care Benefit*

The Joint Commission offers 6 weeks of paid family care leave at 100% for eligible employees. This paid time off benefit will apply to Employees who qualify and are approved for a Company Parental or Family Care leave and will pay them for 6 weeks. This benefit will run concurrently with the leave and applies to those Employees, who, for example, have new parental responsibilities, need to care for an elderly parent, or care for an ill spouse, or child

### *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, and homeowners through Farmers Insurance. The Joint Commission also offers 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.

### *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.**

# Working at The Joint Commission

## **Locations**

### **The Joint Commission**

**Joint Commission Resources, Inc.**

### **Joint Commission International**

One Renaissance Boulevard

Oakbrook Terrace, IL 60181-4294

630-792-5000

[www.jointcommission.org](http://www.jointcommission.org)

[www.jcrinc.com](http://www.jcrinc.com)

[www.jointcommissioninternational.com](http://www.jointcommissioninternational.com)

### **The Joint Commission - Washington Office**

701 Pennsylvania Ave. NW, Suite 700

Washington, DC 20004

202-783-6655

[www.jointcommission.org](http://www.jointcommission.org)

## **Regional offices**

### **Asia Pacific**

37th Floor

Singapore Land Tower

50 Raffles Place

Singapore 048623

+65-6829-7208

### **Middle East**

P.O. Box 505018

Bldg 27 Suite 8503

Dubai Healthcare City

Dubai, UAE

+971-4369-4930

### **China**

Beijing Yintai Center

Jianguomenwai Avenue

China 100022

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.

