



The Joint Commission Accreditation Ambulatory Care

What is the value of Joint Commission accreditation? *Here's what our customers say.*

- **Responsive nature of accreditation support** gives customers what they need – accreditation in a timely manner. The Joint Commission focuses in the following areas to effectively support the customer:
 - o Processing applications
 - o Scheduling surveys
 - o Providing assistance for standards or survey process questions
 - o Communicating survey findings and accreditation status
- **Dedicated Account Executives** – Customers appreciate the familiarity of having a dedicated contact at The Joint Commission, as well as benefit from the superior customer service skills and responsive nature of these executives.
- **Electronic format and online access provide efficient, timely manner for sharing information** – Each customer is provided an extranet site, Joint Commission Connect, to access information from The Joint Commission such as reports and updates regarding their accreditation. Customers also use this electronic vehicle to correspond, reapply for accreditation, update their account information and submit data. This environmentally friendly format reduces clutter and speeds communication. Joint Commission standards are also available electronically, so customers can quickly and easily access standards from any location.

“Our Account Executive is the consummate professional and the embodiment of customer service. Her knowledge and helpfulness supported our decision to pursue Joint Commission accreditation.”

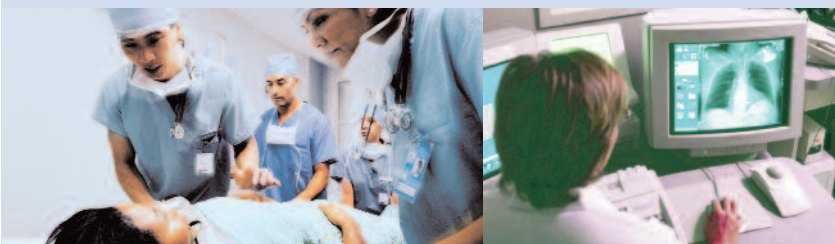
*Michael Alcenius, MPH, CPHQ, CSHA
VP, Chief Compliance Officer
Valor Healthcare, Inc.
Washington, DC.*

“Not only did our Joint Commission surveyor offer suggestions, she complimented our hard work and commitment to excellence.”

*Dee Weigel, R.N., B.S.
Quality Assurance and Risk Manager
Algonquin Road Surgery Center, L.L.C.
Lake in the Hills, IL.*

“Since we've been Joint Commission accredited, we've had excellent patient safety results and no losses from patient claims. We believe this is a direct result of compliance with the standards.”

*Thomas C. Buckley, M.B.A., C.P.A.
CEO
Naples Day Surgery, L.L.C.
Naples, FL*



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- **Accreditation provides tools and consultative advice to improve business operations** – Whether implementing a disaster plan for a real-life emergency or using the experience and insight of seasoned surveyors, Joint Commission customers have time and again commented on the invaluable learning opportunities gained through their accreditation experience.
- **Recognition** – The Joint Commission is considered the premier accrediting body in the nation. This brand recognition serves the customers well when attempting to achieve payor recognition, attracting employees or reaching new customers. Earning the Gold Seal of Approval™ provides a competitive edge in the marketplace and strengthens community confidence.
- **Accreditation assists with risk management and risk reduction** – By adopting leading practices and meeting Joint Commission standards, customers are focused on better patient outcomes and improved business processes.

Additional tools and resources to support you...

- Complimentary Accreditation Handbook and Standards Sampler to provide insights to the process
- Additional education programs and publications to educate staff
- Media toolkit to assist with the promotion of your accreditation

“As a result of accreditation through The Joint Commission, we have won contracts and received insurance payments more quickly. They know we’re Joint Commission accredited and that’s all the proof they need to know we’re meeting the best standards.”

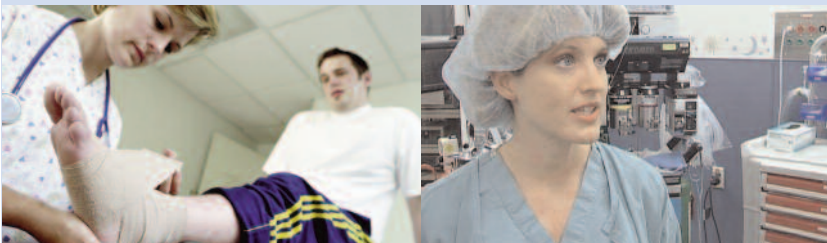
*Steve Savarese
CEO
Louisiana Sleep Diagnostics
Denham Springs, LA*

“We view obtaining Joint Commission accreditation as another step towards achieving excellence. Our staff appreciated the educational aspect of the survey. It gives them a feeling of prestige to work in an accredited organization.”

*Cindi Lang
COO
DocNow Urgent Care
Troy, MI*

“Joint Commission accreditation takes you to the next level. Our staff is better educated and there is a greater team approach. For us, Joint Commission accreditation is a part of our business plan for the future.”

*Brian Chan-A-Sue, General Manager,
Tri-County Diagnostic and Imaging Center,
Lakeworth, FL*



Helping Health Care Organizations Help Patients