First experience with The Joint Commission?

There was a site review and I had to meet with surveyor, Dr. Stan Harper. It was really intimidating, because I had to show the process for the Pap and mammogram tracking. Dr. Harper actually was pleasant. He approved it. The process was also really interesting with all the different components and the surveyor asking you every little piece. And you realize what The Joint Commission is all about. It’s just a higher quality... higher standard of care for patients. It really gave me a good overview of what The Joint Commission was all about.

How important is the accreditation process?

It’s very important. It shows that we can provide good care to patients. And The Joint Commission finds different things that we can improve on. Also, the surveyors are there to be helpful and help us better understand the process we need. If you have questions, they help you work through it. They won’t give you the answer, but they will help you figure it out.

How has accreditation impacted your organization?

I think it has impacted our organization in many ways because we are able to maintain accreditation for all these years and we just keep building on it and, as things change, we can keep up to date on processes and good patient care.