Virtual Survey Framework: Our new approach to surveys

In addition to updating our on-site survey protocols, we’ve implemented a virtual survey process for organizations where in-person reviews are not a viable option.

**STEP ONE:** Establishing eligibility
On-site surveys will always be the first option, but if it’s determined that a virtual survey is appropriate for your organization, your Joint Commission Account Executive will conduct an outreach call to assess eligibility and technical requirements for virtual survey.

**STEP TWO:** Pre-survey prep call
Once eligibility and technology requirements are confirmed, a dry run is scheduled with your organization to verify all technical components so there are no issues during the virtual survey.

**STEP THREE:** Scheduling the virtual event
Your Joint Commission Account Executive will coordinate logistics between our internal teams and your organization’s primary accreditation contact to determine the best timeframe for your review.

**STEP FOUR:** Conducting the virtual review
For unannounced surveys, your Account Executive will send a Zoom invite the morning of the virtual event. From start to finish, your Joint Commission virtual survey team will ensure that your organization’s review includes all of the same key components included with an on-site survey.

**STEP FIVE:** Post-survey process
At the end of the virtual survey, you will work with your Joint Commission Account Executive to address any post-survey compliance improvements or to schedule an on-site follow up, if required.

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The meaningful accreditation experience you expect, delivered differently. Here’s how....

- Surveyors seamlessly facilitate the virtual event while providing the highest level of knowledge and expertise
- The virtual survey process is tailored to address the unique differences between an on-site review and one that’s performed on Zoom
- Screen sharing allows participants to clearly identify and understand opportunities for improvement
- The virtual survey model allows greater organization participation than would be possible under current social distancing protocols

For more information on our virtual survey offerings and new survey protocols, explore how we are evolving with care. Questions about accreditation? Please call (630) 792-5070 or email homecare@jointcommission.org.