

# Joint Commission Surveyors

Why pharmacies continue to rank their onsite survey among the most valued components of the Joint Commission accreditation experience.



## Leaders in Pharmacy

Joint Commission pharmacy surveyors have a Doctor of Pharmacy or equivalent with a minimum of 5 years of pharmacy practice experience, a minimum of 2 years of accreditation experience, and leadership/senior management experience. Joint Commission pharmacy surveyors have an average tenure of 12 years at The Joint Commission and have objectively evaluated hundreds of pharmacies across the country.



## Collaborators and Educators

Joint Commission surveyors take the time to share best practices they see in pharmacies across the country. The interactive, real-time evaluative process allows surveyors to share relevant, timely insights that support a pharmacy's strategic and operational journey to performance excellence. During the onsite survey, Joint Commission surveyors are responsive to pharmacy staff by answering their questions and/or orienting new staff to a Joint Commission survey. They walk organizations through, not only what they're doing, but why they're doing it, while tying the discussion back to standards, state and federal regulations.



## Patient-Focused Evaluators

Joint Commission surveyors follow the patient/client all the way through the complex processes associated with pharmacy operations to evaluate standards compliance, from when a patient/client is prescribed a medication through dispensing and follow-up. This unique methodology ensures that processes critical to patient safety are evaluated.



## Promoters of Robust Process Improvement® (RPI®)

Beyond professional development activities in pharmacy, surveyors are trained in RPI: Lean, Six Sigma and Change Management. They share best practices for using RPI as a tool to address patient safety issues in pharmacies like medication management and adherence practices on the journey to high reliability.