

# Accreditation Preparation

Test your readiness  
with a mock survey



Many organizations find it helpful to conduct a mock survey, which is a full dress rehearsal for a real Joint Commission survey, 18- 24 months before their organization's actual survey. Conducting a mock survey with Joint Commission Resources (JCR) experts will mirror a survey experience by objectively performing direct observations, documenting reviews, and offering guidance to caregivers, staff, and the C-suite.

During a mock survey, we actively engage with your entire team, from environmental staff to caregivers and even your executives to promote readiness through:

- Providing practical guidance on how current efforts will meet Joint Commission or CMS expectations and standards
- Recognizing current successful processes to capitalize on while also introducing other leading practices
- Identifying actionable insights on areas of improvement for early intervention and actions

- Presenting ways to engage staff and promote organizations buy-in for prep efforts

## Custom Reports

JCR experts will record their mock survey findings electronically, giving them the ability to generate custom reports in a variety of formats. After the mock survey has been completed, you will receive an in-depth review with actionable steps to help you prepare for your upcoming survey through three reports:

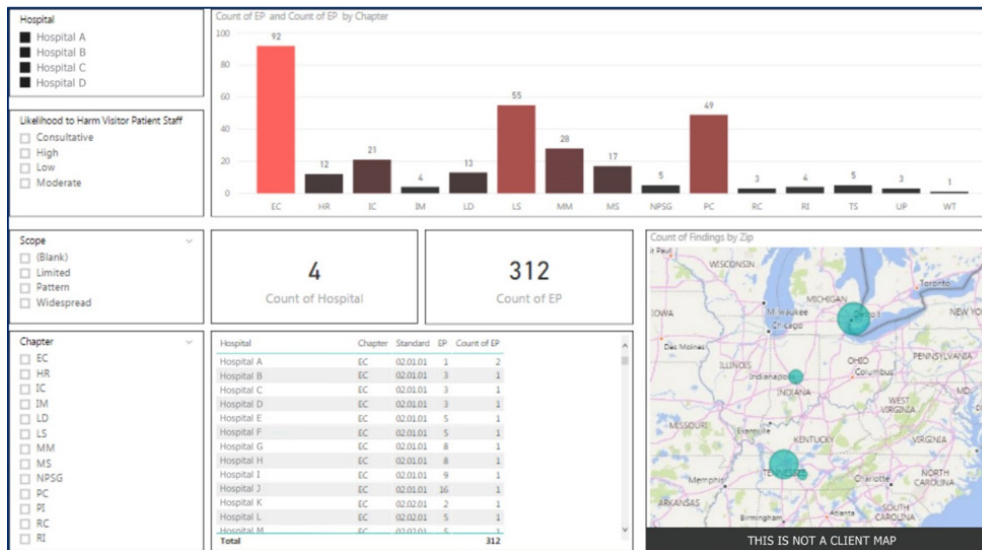
- **Action Plan:** A comprehensive report that identifies focus areas to guide next steps. The action plan is findings-specific related to regulatory compliance. For example, if the organization does not do time outs for invasive procedures, then the action plan would be around developing and implementing a compliant time out process.

- **Executive Summary:** An overview of the key strengths and challenges that can be shared with leadership.
- **SAFER™ Matrix Report:** A SAFER™ Matrix is provided to the organization that presents each of the standards / Elements of Performance (EP) as they relate to their impact on patient safety. Strategies for compliance are discussed at the time of the mock survey.

## Health System Reporting

Mock surveys performed at the health system level provide additional insights and robust data analytics including the ability to:

- Analyze corporate summation data which detail aggregate-level system data, as well as site-level findings
- Helps identify macro-level trends within a system, and compare individual sites to the system as a whole over time



Sample analytics dashboard

## Our Experts

We have a team of over 100 Six Sigma-trained clinical experts who have experience across the continuum of care with expertise in:

- Patient Safety
- Quality Improvement
- Medication Safety
- CMS
- Infection Prevention & Control
- Continuous Service Readiness®
- Environment of Care®

## Merger and Acquisition Risk Mitigation Support

Acquiring a facility sometime soon? JCR experts can assess the current operations of the entity being acquired to help you understand the strengths and vulnerabilities of that facility. They will help you uncover poor practices and guide you to bring those practices into compliance. If the facility being acquired is Joint Commission accredited, they will help you create a plan for the extension survey, which comes only 4-6 months after the purchase is finalized.

“Your unabridged suggestions and concerns were extremely helpful. You should take pride that you are assisting the military’s finest hospital charged with taking care of America’s Heroes.”

– Assistant Deputy Commander for Administration  
National Military Medical Center

# JCR Mock Surveys in 2018



**11,465 observations were found during JCR mock surveys in 2018.**



1,798 (16%) were high risk findings.

3,769 (33%) were from the Environment of Care Chapter.



The top high risk finding scored was IC.02.02.01 EP 2- The hospital reduces the risk of infections associated with medical equipment, devices and supplies.

The top standard scored for all risk levels was EC.02.06.01 EP 1- The hospital establishes and maintains a safe, functional environment.



Only 21 of the organizations that had a JCR mock survey performed in 2018, did not have a high risk finding.

The top 5 standards scored during JCR mock surveys were all from the EC or IC chapters.



By identifying those 1,798 high risk findings before the organization's actual survey, the organizations were able to incorporate process improvement tools and methodologies to not only prepare for their next survey, but also start a journey to zero harm.

**LEADING**  
the way to  
**ZERO**<sup>™</sup>

