The material in this handbook is current as of April 2019 and is subject to change without notice. For specific questions not answered in this handbook, please send an e-mail to CJCP@jcrinc.com
CJCP® certification is awarded to those professionals who meet eligibility standards and pass a rigorous examination. CJCP® certification is valid for a three (3)-year period from the date of a candidate’s succession completion and certification achievement. After this period, recertification is required to demonstrate continued proficiency.

Strict adherence to all procedures and deadlines in this handbook is critical. Only Joint Commission Resources (JCR) can determine who is certified and thus authorized to use the CJCP® credential.

CJCP® certification program examination, individual test questions, sample test questions, webinar modules, CJCP® publications, CJCP® live events, and other related materials are the intellectual property of The Joint Commission and/or JCR. Disclosure, publication, reproduction, or transmission of any such materials, in any form, or by any means, for any purpose, without the express written permission of The Joint Commission or JCR, or applicable agents, may result in civil or criminal prosecution.

Once candidates pass the examination, they are granted a license to use the CJCP® designation. They may refer to themselves as CJCP® credential holders as long as they have an active certification status. Certified professionals are authorized to use the CJCP® designation in block letters after their name on business cards, personal letterhead, resumes, websites, and in e-mail signatures. Authorization to use this credential is conditioned upon the certified individual adhering to the requirements of this guideline, all applicable laws, rules, and regulations, and acting in a professionally responsible and competent manner. Certified professionals are not permitted to use the CJCP® designation in company names, domain names, product names, or any other unauthorized manner. Use of The Joint Commission® or Joint Commission Resources® marks or logos, in any manner, is strictly prohibited.
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About CJCP
The CJCP® program was launched in September 2012. Joint Commission Resources proudly launched an entirely new way to enhance one’s Joint Commission accreditation expertise — with a professional certification program. Soon after the launch, applications were accepted for the first testing period which took place in January 2013.

Since its launch in 2012, the certification program has been extremely well received and continues to grow in both the demand for preparatory events and steady applications from candidates throughout the country, representing various health care leaders, consultants, practitioners, and accreditation professionals.

In January 2016, applications for recertification were accepted beginning with the originating class of January 2013. Loyalty and dedication to the CJCP program has proven to be very successful from the originating class with nearly 100% maintaining their credential and recertifying. The same holds true for the consecutive classes.

Professionals who achieve recognition for their high level of knowledge in accreditation compliance, survey readiness, performance improvement, and more, have proclaimed this to not only be a worthy credential, but a real career-builder. They are recognized by their organization and peers as a Certified Joint Commission Professional, or CJCP®. They take pride in earning this notoriety, and proudly use their credential to showcase their achievement.

About Joint Commission Resources
For more than twenty-one (21) years, there’s one organization to which over 10,000 hospitals, ambulatory care facilities, laboratories, and other health care organizations around the world have turned for patient safety and quality improvement resources. We are Joint Commission Resources (JCR), a global, knowledge-based organization that provides innovative solutions to help health care organizations across all settings improve patient safety and quality.

Through our variety of practical products, publications, educational conferences, and consulting and distance learning services, JCR is the single, expert resource you can count on when it comes to building and sustaining improvements. We help organizations focus on patient safety through solutions addressing their most pressing challenges such as infection control, medication safety, and the environment in which care is delivered.

Through our international division, Joint Commission International (JCI), we work to improve patient safety and quality of health care in the international community by offering education, publications, advisory services, and international accreditation and certification.
The mission of JCR is to continuously improve the safety and quality of health care in the United States and in the international community through the provision of education, publications, consultation, and evaluation services.

**Disclaimers Related to Accreditation and an Organization’s Survey**

Educational programs and publications provided by JCR and The Joint Commission are independent and completely separate from any accreditation activity. Applicants for certification and recertification in the CJCP® certification program, and the organizations that they represent, receive no special consideration or treatment in, or confidential information about, the accreditation process.

Participation in the CJCP® certification program is not intended to serve as a substitute for any responsibility of a health care provider or health care organization, and no representations are made by JCR or The Joint Commission concerning the effect(s), if any, of the CJCP® certification program on the quality of the care and treatment in any facility, or the outcomes thereof.

No representation is made by JCR or The Joint Commission relative to the effect(s), if any, of participation in the CJCP® certification program on any efforts by the participants and their representative organizations to attain or retain accreditation from The Joint Commission.

CJCP® certification is not equivalent to the training and preparation of The Joint Commission’s surveyors and JCR’s consultants. Furthermore, the CJCP® certification program is not intended to serve as train-the-trainer instruction and therefore should not be construed, or represented, as such by candidates.

**About This Handbook**

This handbook contains information about the CJCP® certification program, eligibility requirements, recertification eligibility requirements, frequently asked questions, tools to assist those that are certified, and associated materials to assist potential candidates as well as those who have already received the CJCP® credential.

It is essential that you keep the most current copy of this handbook readily available for reference. Updated materials will be made available on the JCR website at http://www.jcrinc.com/cjcp-certification. As always, the CJCP® Candidate Handbook is free of charge and available to download.
**Mission of the CJCP® Program**

The mission of the Certified Joint Commission Professional™ program is to provide professional recognition to accreditation professionals to enhance, and be acknowledged for, their Joint Commission accreditation and survey preparedness expertise. The Joint Commission recognizes the key role that these professionals play in ensuring the safety and quality of care in their health care organizations. Furthermore, The Joint Commission recognizes the key role that these individuals play in assisting and leading accreditation responsibility.

CJCP® is the only professional certification program endorsed by The Joint Commission. As a Certified Joint Commission Professional™ (CJCP®), individuals will demonstrate that they possess the highest level of knowledge in accreditation compliance, survey readiness, performance improvement, and more.

**Professional Growth for an Individual:** The CJCP® credential will allow you to be recognized by your organization, additional healthcare organizations, and by your peers as a certified accreditation professional. It demonstrates that you have a competitive edge in your professional field, a proven knowledge of Joint Commission standards and survey process, and allows you the opportunity for career advancements. Your CJCP® status publicly acknowledges you as an accreditation leader supporting patient safety.

**Professional Growth for an Organization:** Your employer will also benefit from your CJCP® status. CJCP® certification signifies that you have reached the capstone of accreditation experience, so you can help your organization meet its rigorous quality and safety goals. As a CJCP®, you will be more prepared than ever to work with staff to achieve continuous compliance with Joint Commission standards and national regulations. CJCP® certification is an important credential that signals a powerful commitment to quality and safe care for the patients and communities that your organization serves.

As CJCP® continues to grow, many organizations are now examining whether or not CJCP® should be a hiring requirement, a performance goal expectation for individuals and / or teams, and at the very least, are considering opportunities for career growth through tuition reimbursement.

**About the Testing Agency, PSI**

All CJCP® examinations are conducted by PSI Services, LLC, a leader in the testing industry, offering certification, licensing, talent assessment and academic solutions worldwide. PSI has partnered with JCR to develop, administer, score, and analyze the CJCP® examination. JCR has relied on the testing
agenda for their expertise in examination development since the launch of the CJCP® product line in 2012.

PSI has 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations and certifying bodies. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, license management services and professional services.

Assessment Center Locations
There are PSI Assessment Centers located in all states and in major metropolitan areas. You will have approximately 300 testing centers from which to choose, so you may take the examination at a location of your choice. A current listing of PSI Assessment Centers, including addresses and driving directions, can be found at http://www.goAMP.com.

Statement of Nondiscrimination
Neither JCR nor The Joint Commission nor PSI will discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status, or any other legally protected characteristic.

About the Examination
The formal CJCP® examination consists of 150 multiple-choice questions. The examination is provided electronically, is timed, and administered only at a PSI Assessment Center. Although we understand that many organizations are surveyed under different accreditation manuals, content for the CJCP® examination will be reflective of the Comprehensive Accreditation Manual for Hospitals (CAMH), along with the CMS State Operations Manual and Code for Federal Regulations. For these reasons, eligibility for CJCP® is limited to those working in a United States domestic hospital-based setting or hospital-based organization.

The examination was developed with the help of a psychometrician—a professional who is skilled in the development of test questions, holds a doctoral degree in the measurement of discipline and psychology, and is able to apply mental measurement. Content and subject matter experts from The Joint Commission and JCR were involved in the writing of, critiquing of, and fair debate over rigorous test questions that are on the CJCP® examination. When new questions are developed and replaced on current examinations, a formal process is applied to ensure rigorous and fair review. After the program was officially launched, a respected passing point analysis was conducted to ensure an acceptable passing score for candidates.

The CJCP® exam includes questions from the following topics:
· Understanding the Joint Commission accreditation processes (including questions on the Federal Conditions of Participation of the Centers for Medicare & Medicaid Services)
· Joint Commission standards (including a special focus on Medical Staff, Environment of Care, Life Safety and Statement of Conditions™)
· Leadership skills
· Ongoing performance improvement
· Patient safety

**CJCP® Eligibility Requirements**

CJCP® is available currently to candidates working domestically within the United States, and to candidates working within a hospital, hospital-based organization, or hospital system. Home care professionals, ambulatory care professionals, behavioral health professionals, and international candidates, etc., are currently ineligible.

JCR has conducted many market research studies to determine whether or not we should expand to the ambulatory, behavioral health, and/or the international field. With help from our team of psychometricians, focus group studies, surveys, and analysis of data, a great deal of work has been put into feasibility studies. While we understand that many potential candidates outside of the hospital arena would be interested in pursuing CJCP certification, at this time, the data from our customers is not compelling enough for the expansion. However, JCR will revisit these opportunities if the potential demand continues to increase, if there are changes to the accreditation and/or survey process, or changes to the current CJCP program warrants expansion considerations.

A candidate seeking CJCP® certification must meet the following eligibility requirements:

1. Eligibility Requirements for a potential candidate include:
   a. Bachelor’s degree or higher with current employment at a hospital, organization, or system level for at least two (2) years in an accreditation preparation, assistance, coordination, management, or maintenance role.
      i. If current employment is less than two (2) years, candidate must have three (3) consecutive years of previous employment in an accreditation preparation role (includes hospital/system, home care, ambulatory care, long term care, or behavioral health care organization).
   OR
   b. Associate’s degree or a Registered Nurse with current employment at a hospital, organization, or system level for at least five (5) years with experience in an accreditation preparation, assistance, coordination, management, or maintenance role.
      i. If current employment is less than five (5) years, candidate must have four (4) consecutive years of previous employment in an accreditation preparation role (includes hospital/system, home care, ambulatory care, long term care, or behavioral health care organization).

2. A complete application must be submitted by the required due date (examination dates and
schedules are published online). An application is considered complete if it includes the following:

a. Complete electronic application (available online),

b. Applicant’s current job description

c. $375 application fee

d. Signed agreement to be available, if selected, for a random scheduled interview conducted by a JCR staff member and/or CJCP® team member

**Request for Appeals**

JCR understands that there are potential candidates who feel they are eligible for CJCP® but, for one reason or another, do not meet the eligibility requirements. For example, a candidate may exceed the work experience level (twenty [20] years, when the requirement is five [5] years), yet lack the required education level. Or, a candidate has worked as an accreditation manager within an ambulatory care clinic for numerous years, but has just made a career change to a hospital system as an accreditation manager and is in that position for less than two (2) years. Such candidates may submit an Appeal. To submit an appeal request, a candidate must first download the appeal form from CJCP website. Candidates can fill out the form and e-mail the form to CJCP@jcrinc.com.

Appeals are free of charge to candidates and are found to be very customer friendly. Within the appeal, a candidate expresses the reason as to why they should be considered for the examination, and what eligibility requirements he or she is currently lacking. This is an opportunity for potential candidates to “state their case” and share their reasons for wanting to invest in this program.

Once a completed Appeal is received, it is processed and reviewed by JCR. A formal decision on an Appeal received will be provided to the candidate within thirty (30) days receipt of a completed and deliberated application. Should the appeal be approved, the candidate will be given instructions on how to submit a formal application and this must be submitted within 1 month of the appeal approval date. Should the appeal be disapproved, the candidate will be given a formal response letter with the reasons for the denial.

**Registering for an Examination**

Examination registration is available online at [http://www.goAMPcom/candidatehome/CandidatInformation](http://www.goAMPcom/candidatehome/CandidatInformation). The site includes step-by-step instructions for the application process. Candidates registering online will be required to provide a credit card for payment. Once registered, candidates must submit the necessary documentation showing eligibility to PSI for processing. Documentation may be submitted in PDF format as an e-mail attachment to AMPExaminationServices@goAMP.com.

To apply by mail, download and print the application (see Figure 1, page 15) from the website above and mail it with your examination fee (credit card number, cashier’s check, or money order made
payable to PSI) and accompanying eligibility documents to:

PSI
18000 W. 105th Street
Olathe, KS 66061-7543

An email notification confirming your status will be sent approximately ten (10) business days after receipt of your materials. Eligible candidates will be provided instructions for scheduling an examination appointment.

Your application will only be considered if:

• All information requested is complete, legible, and accurate.
• The appropriate fee and eligibility documents accompany your application.
• You meet the eligibility requirements for the examination.

**Scheduling the Examination**

Approximately two (2) weeks after receipt of your application, if your application is determined to be complete and your eligibility is not in question, you will receive a confirmation e-mail and postcard prompting you to schedule an examination appointment. If your eligibility cannot be confirmed or your application is incomplete, you will be notified by e-mail or mail and asked to submit additional information. If you do not receive a response within four (4) weeks of applying, contact PSI at 888/519-9901.

<table>
<thead>
<tr>
<th>Table 1. Scheduling Your Examination</th>
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<tbody>
<tr>
<td><strong>If you contact PSI by 3:00 pm Central Time on . . .</strong></td>
</tr>
<tr>
<td>Monday</td>
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<tr>
<td>Tuesday</td>
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<tr>
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<td>Friday</td>
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</table>

Your confirmation notice will include a website address or toll-free telephone number that you can use to schedule your examination appointment (see Table 1, above). If scheduling online, you will be able to choose your examination location from a list of potential sites. If scheduling by phone, the PSI Candidate Services will work with you to find a testing site that is convenient for you.

The examination will be administered by appointment only, Monday through Saturday.
Appointment starting times may vary by location. Examination dates and times are scheduled on a first-come, first-served basis.

When scheduling your examination appointment, be prepared to choose a location and a preferred date and time for testing. For identification purposes, you will be asked to provide your unique identification number, which will be assigned to you during the application process. When you call or go online to schedule your appointment, you will be given a confirmation of your date and time to report to the PSI Assessment Center. If you have provided an e-mail address, you will receive an e-mail confirmation.

**Holidays**

Exams will not be offered on nationally recognized holidays. For a full listing of these holidays, please view [www.goAmp.com](http://www.goAmp.com) or contact them at 888/519-9901.

**Identification**

When you arrive at the assessment center for your examination, there will be signs indicating where you should check in. To gain admission to the assessment center, you must present two (2) current forms of identification — a primary and a secondary form. Your primary form of ID must include a recent photograph. Both forms of identification must include your current name and signature. You will also be required to sign a roster for verification of identity.

Appropriate forms of primary identification include the following:

- Current driver’s license with photograph
- Current state identification card with photograph
- Current passport with photograph
- Current military identification card with photograph

Your secondary form of identification must display your name and signature for signature verification. Examples of appropriate forms of secondary identification include the following:

- Credit card with your signature
- Social Security card with your signature
- Employment/student ID card with your signature

If your name on your identification does not match the name on your examination registration, you must bring proof of name change (for example, marriage license, divorce decree, or court order).
Certified Joint Commission Professional (CJCP™)
EXAMINATION APPLICATION

You must complete all sections of this form. Please include credit card information or enclose a cashier’s check or money order payable to AMP for the appropriate amount. Mail the application and fee to:

CJCP Examination, PSI, 18000 W. 105th St., Olathe, KS 66061-7543.
For further information, you may call Candidate Services at 888-519-9901.

PERSONAL INFORMATION (please print using black or blue ink)

Name: ____________________________ (Last, First, Middle)

Date of Birth: ______________________

Daytime Telephone Number: ___________ Evening Telephone Number: ___________

Fax Number: _________________________ Email Address: __________________________

Street Address: ________________________________

City: __________________ State: _______________

Zip Code/Postal Code: ______________________ Country: __________________

ELIGIBILITY REQUIREMENTS – Please indicate which of the following eligibility requirements qualifies you for the examination:

☐ Bachelor’s degree or higher with current employment at a hospital, organization, system level for at least two (2) years in an accreditation preparation, assistance, coordination, management, or maintenance role.

☐ Bachelor’s degree or higher with current employment at a hospital, organization, system level with less than two (2) years in an accreditation preparation, assistance, coordination, management, or maintenance role. However, I do have three (3) consecutive years of previous employment in an accreditation preparation role (which could include a hospital/system, home care, ambulatory care, long term care, or behavioral health care organization.)

☐ Associate’s degree or a Registered Nurse with current employment at a hospital, organization, system level for at least five (5) years experience in an accreditation preparation, assistance, coordination, management, or maintenance role.

☐ Associate’s degree or a Registered Nurse with current employment at a hospital, organization, system level with less than five (5) years, in an accreditation preparation, assistance, coordination, management, or maintenance role. However, I do have four (4) consecutive years of previous employment in an accreditation preparation role (which could include a hospital/system, home care, ambulatory care, long term care, or behavioral health care organization.)

☐ I have been approved by JCR to qualify for the examination by waiver.

EXAMINATION INFORMATION

I am including a Special Accommodations Request:

☐ No

☐ Yes (Complete the form included in this handbook.)

I am a:  ☐ New Applicant

☐ Reapplicant

☐ Recertifier

EXAMINATION FEE

Payment of the $375 examination fee may be made by credit card, cashier’s check or money order made payable to AMP.

If payment is made by credit card, complete the following:

☐ VISA  ☐ MasterCard

☐ Discover  ☐ American Express

I agree to pay the amount indicated according to card issuer agreement.

Credit Card Number _____________________________

Expiration Date ______________________

Name on Card _____________________________

Signature _____________________________

Figure 1. Download the CJCP® application at http://www.goAMP.com/candidatehome/CandidateInformation.aspx.
EMPLOYMENT INFORMATION

Title at CURRENT place of employment: ____________

___________________________________________ Organization: __________________________

___________________________________________ Address: ________________________________

___________________________________________ State, ___________ Zip: ____________

___________________________________________ Dates of Employment: ____________

Telephone of Organization: ___________________________ Contact for Verification: ____________

Title at PREVIOUS place of employment: ____________

___________________________________________ Organization: __________________________

___________________________________________ Address: ________________________________

___________________________________________ State, ___________ Zip: ____________

___________________________________________ Dates of Employment: ____________

Telephone of Organization: ___________________________ Contact for Verification: ____________

DEMOGRAPHIC QUESTIONS

1. Highest Education Level Achieved:
   - [ ] Associate’s Degree
   - [ ] Bachelor’s Degree
   - [ ] Master’s Degree
   - [ ] Medical Degree (MD, DO)
   - [ ] Doctoral Degree (other than medical doctor)

2. Years of experience in healthcare quality, Joint Commission accreditation preparation, coordination, assistance, management, or maintenance:
   - [ ] 2 years
   - [ ] 3-5 years
   - [ ] 6-9 years
   - [ ] 10-15 years
   - [ ] 16-19 years
   - [ ] More than 20 years

3. Choose the title that best describes you:
   - [ ] Director of Quality/PI
   - [ ] Accreditation Coordinator
   - [ ] Risk Manager
   - [ ] Patient Safety Officer
   - [ ] Chief Nursing Officer
   - [ ] Nurse Manager
   - [ ] Chief Medical Officer
   - [ ] Physician
   - [ ] Compliance Officer
   - [ ] Director of Engineering/Maintenance
   - [ ] Facilities Manager
   - [ ] Medical Staff Services Professional

SIGNATURE

By passing the exam, I give permission to JCR and The Joint Commission to publish my name on their website or within social media.

I understand that JCR will be doing telephone interviews of CJCP Candidates as part of the application process and that I may be called for such interview.

I understand that the following accompanying materials must be received prior to my application being deemed complete:
   - copy of my current job description

Should I pass the exam, I understand that my application fee includes a formal certificate. The formal certificate will be mailed to the address listed on this application form.

Sign and date in ink.

Name (Please Print): ____________________________ Date: ____________

Signature: ____________________________ Date: ____________
Security
For security purposes, all PSI Assessment Centers are continuously monitored by audio and video surveillance equipment.

The following security procedures will apply during the exam:
- Cameras, pagers, or cellular/smart phones will NOT be allowed in the testing room. Possession of a cellular/smart phone or other electronic device will result in dismissal from the examination. If you are dismissed, you forfeit your examination application fee.
- Calculators, notes, or tape recorders will NOT be allowed in the examination room.
- Guests, visitors, or family members will NOT be allowed in the testing room or in the reception areas.
- Candidates may be subjected to a metal detection scan upon entering the examination room.

Personal Belongings
Do not bring personal items, valuables, computers, tablets, or weapons to the assessment center. You will be permitted to bring eyeglasses, a wallet, keys, a watch, a hat, and a coat. Coats must be left outside the testing room. You will be given a soft locker inside the testing room to store your wallet, keys, watch, and hat. You will not have access to any of these items until after the examination is completed. If your personal items will not all fit in your locker, you must leave them in your car. Assessment center personnel will not be responsible for your personal items.

Once you have placed everything into your locker, you will be asked to pull out your pockets to show they are empty. If any personal items are found in the testing room after the examination begins, you will be dismissed. If you are dismissed from the examination, you will need to reapply in order to take the examination again, and your examination fee will be forfeited.

Delivery of the Examination
Your examination will be given via computer at a PSI Assessment Center. You do not need any computer experience or ty skills to take the exam. There will be a proctor on site to help you get started and to answer any computer-related questions. On the day of your examination appointment, report to the assessment center at your scheduled testing time.

If you arrive more than fifteen (15) minutes late, you will not be admitted.

You will have three (3) hours to complete the examination. All examinations will be proctored. You will need to have a passing rate for successful completion of the examination.
**Candidate Comments During the Examination**

During the examination, candidates are given the opportunity to provide comments to both JCR and/or PSI about the particular exam or questions. The proctor will review with you a button on the computer that displays an exclamation point (!). It will be found to the left of the time button. When clicking on the exclamation point within a question on the exam, a dialog box will open. This allows a candidate to not only put their notes in should they wish to return to a question that is left unanswered, it also allows the candidate to provide comments to JCR. We review each of the comments left be it challenges to specific test questions, or statements being “this question is too easy” or “this question is too hard.”

Candidate comments will be reviewed, but individual responses will not be provided. At the completion of the examination testing month, all comments are reviewed by JCR staff in reference to the cited questions. We encourage you to provide comments to us so that we can continuously make improvements to the examination or follow-up with candidates on any challenging results.

In addition, the HELP screen is presented to all candidates at the beginning of the examination and is available at any time during the examination by selecting the “HELP” button. The help screen describes the “COMMENT” feature and candidates may select the hyperlink “Online Comments” if they need more information.

**Examination Restrictions**

During the examination, the following restrictions will apply:

- Pencils will be provided during check-in, so you will not be allowed to bring your own into the examination room.
- During the examination, you will be allowed to use one piece of scratch paper at a time, which will be given to you by the proctor. You must turn in your used scratch paper to the proctor to get an additional sheet. At the completion of testing, you must return all scratch paper to the proctor before you receive your score.
- No documents or notes of any kind may be removed from the assessment center.
- You may not ask questions concerning examination content during the session.
- Eating, drinking, or smoking will not be permitted in the assessment center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.
Score Reports
Upon completion of the CJCP examination, your assigned Proctor will provide you with your pass/fail results within minutes of completing the examination. Your results will be provided to you in the form of an official Score Report. The Score Report will contain your picture, candidate ID number, the date of your CJCP examination, the control number for determining your actual exam and testing site location, and your address including city and state. The Score Report will also provide you with an aggregate score for each content area on the exam so that you can see the number of questions you scored correctly/incorrectly. All candidates will receive a Score Report after completion of the examination whether or not they pass or fail. For candidates taking the examination during the month of January, they will receive a temporary Score Report until the final Score Report is available (after the passing point study).

Special Arrangements for Candidates with Disabilities
In accordance with the Americans with Disabilities Act (ADA), PSI will strive to ensure that no individual with a disability, as defined by the ADA, is deprived of the opportunity to take the examination solely by reason of that disability.

PSI will provide reasonable accommodations for candidates with disabilities. Wheelchair access is available at all established PSI Assessment Centers. You must advise PSI at the time of scheduling that wheelchair access is necessary.

Candidates with visual, sensory, physical, or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements, which will be reviewed by PSI. If you need special accommodations, you must call PSI at 888/519-9901 to schedule your examination. A Request for Special Examination Accommodations form (see Figure 2, pages 19-20) and a statement of the specific type of assistance needed must be made in writing at least forty-five (45) calendar days before your desired examination date. PSI will review your request and will contact you within five (5) business days regarding the decision for accommodations.
Figure 2. Request for Special Accommodations must be made in writing at least 45 calendar days before your desired examination date.
Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that PSI is able to provide the required accommodations.

<table>
<thead>
<tr>
<th>Professional Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have known __________________________ since / / in my capacity as a</td>
</tr>
<tr>
<td>Candidate Name</td>
</tr>
<tr>
<td>My Professional Title</td>
</tr>
</tbody>
</table>

The candidate discussed with me the nature of the test to be administered. It is my opinion that, because of this candidate’s disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: ____________________________________________

________________________________________
Signed: ____________________________________________________________________________

Title: ____________________________________________________________________________

Printed Name: _______________________________________________________________________

Address: __________________________________________________________________________

Telephone Number: __________________________________________________________________

Email Address: _____________________________________________________________________

Date: _____________________________________________________________________________

License # (if applicable): ____________________________________________________________

Return this form with your examination application and fee to:
PSI, 18000 W. 105th St., Olathe, KS 66061-7543
If you have questions, call Candidate Services at 888-519-9901.

Figure 2. Request for Special Accommodations must be made in writing at least 45 calendar days before your desired examination date.
Rescheduling an Examination
You may reschedule your appointment one (1) time at no charge. To reschedule, call PSI at 888/519-9901 at least two (2) business days prior to your scheduled appointment (see Table 2, below, for additional rescheduling information). As a reminder, candidates have only one full year to test for CJCP®—twelve (12) months from the date of their application. You must schedule and sit for the exam within this time frame or you will forfeit your application and associated application fee.

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<th>If the examination is scheduled on . . .</th>
<th>AMP must be contacted by 3:00 pm CST to reschedule the examination by the previous . . .</th>
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Missed Appointments and Forfeitures
A new, complete application and examination fee will be required to reapply for examination under the following circumstances:
- You wish to reschedule an examination, but fail to contact PSI at least two (2) business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than fifteen (15) minutes late for an examination.
- You fail to report for an examination appointment.

Inclement Weather, Power Failure, or Emergency
Every attempt will be made to administer the examination as scheduled; however, in the event of inclement weather or unforeseen emergencies on the day of an examination, PSI will determine whether circumstances warrant cancellation and subsequent rescheduling.

To determine whether your examination has been canceled, you may visit the PSI website at http://www.goAMPcom prior to the examination. Cancellation information will be posted as soon as PSI is notified by the proctor that the examination has been canceled. Should an examination
be canceled, all scheduled candidates will receive notification by phone or by e-mail regarding rescheduling or reapplication procedures.

If there is a power failure during your examination, your test will be restarted. Your answers up to the point of interruption will be saved, but for security reasons, the examination questions will be scrambled.

**Misconduct**

If you engage in any conduct such as the following during the examination, you may be dismissed from the examination and from the facility:

- Create a disturbance, are abusive, or are otherwise uncooperative
- Display and/or use electronic communications equipment such as tablets, or cellular/smart phones
- Talk during the examination
- Give or receive help, or are suspected of doing so
- Leave the assessment center building during the examination
- Attempt to record examination questions or make notes about the content of the examination
- Attempt to take the examination for someone else
- Are observed with personal belongings inside the testing room after the examination has started
- Are observed with notes, books, or other aids without preapproval (see Special Arrangements for Candidates with Disabilities)

If you are dismissed for misconduct, your scores will not be reported and your examination fee will not be refunded.

**Disciplinary Action**

Grounds for Discipline:

1. Any test score believed to have been tampered with or obtained in a questionable manner
2. Any act or omission that violates the criminal laws of any state or country in which that individual resides or is employed
3. Any act that is the proper basis for suspension of a professional license
4. Any act or omission that violates the rules and procedures for obtaining or maintaining certification found in this guideline
5. Any misrepresentation of certification status
Forms of Discipline:
1. Cancellation of a candidate’s test score
2. Suspension of the right to use the CJCP® credential for a specified period of time
3. Permanent revocation of the right to use the CJCP® credential

Sample CJCP® Examination Questions
1. What is The Joint Commission’s “deemed status” relationship?
   a) The Joint Commission’s cooperative agreement with other accrediting bodies
   b) The Joint Commission’s relationship with state regulatory agencies and the Centers for Medicare & Medicaid Services (CMS)
   c) The Joint Commission’s relationship with the professional associations represented on The Joint Commission’s Board of Commissioners, including the American Medical Association (AMA)

   Answer: b

2. Who should review and consider clinical practice guidelines when designing or improving processes?
   a) Leaders
   b) Leaders and the organized medical staff
   c) An interdisciplinary team of clinicians representing multiple hospital departments

   Answer: b

3. The Joint Commission’s accreditation process reviews:
   a) A hospital’s activities in response to sentinel events
   b) Documentation of internal legal review of root causes
   c) Patient safety committee meeting minutes of sentinel event reviews

   Answer: a

4. How do leaders regularly evaluate the culture of safety and quality?
   a) Using valid and reliable tools
   b) Using anonymous reporting systems
   c) Using no-blame consensus building

   Answer: a
5. When a hospital redesigns a new or modified service or process, it incorporates information about
   a) sentinel events
   b) wrong site surgery
   c) suicide risks
Answer: a

6. Any changes in a hospital’s application for accreditation between surveys must be reported in writing to The Joint Commission within
   a) 30 days
   b) 90 days
   c) 100 days
Answer: a

7. The hospital’s information plan identifies
   a) a Chief Information Officer (CIO) responsible for maintaining safety.
   b) the external information necessary to assess safe, quality care.
   c) the internal and external information necessary to provide safe, quality care.
Answer: c

8. The topics evaluated with system tracers are:
   a) leadership, data use, and medication management
   b) data use, infection control, and medication management
   c) medication management, emergency management, and data use
Answer: b

9. A patient is concerned about the care she received and tells the staff she wants to file a complaint with the state. What should the hospital do?
   a) Inform the physician of the patient’s concerns.
   b) Notify the hospital’s risk manager
   c) Provide the patient with the appropriate phone number and address to do so.
Answer: c
**Passing Point Study**

In January, 2013, Joint Commission Resources collaborated with PSI to conduct the original Passing Point Study. The purpose of this study was to establish a minimum passing standard for the CJCP® professional determined by the difficulty of the examination itself. When new forms of the CJCP® examination are introduced, a certain number of CJCP® examination questions in the various content areas are replaced by new CJCP® examination questions. These changes may cause one form of the CJCP® examination to be slightly easier or harder than other examination forms. To adjust for these differences in difficulty, a procedure called “equating” is used to maintain the same passing standard for all candidates, regardless of differences in individual examination form difficulty. In order to conduct “equating”, information on all new examination items must be gathered. Therefore, information about the new examination forms is gathered during the first testing month of the year, which is January (annually), to then be used to determine equitable passing standards each new examination form. A passing point study has been conducted annually, and will continue.

The method used to set the minimum passing score is the Angoff method in which expert judges estimate the passing probability of a minimally competent examinee correctly responding to each question on the CJCP® examination. These ratings are then averaged to determine the preliminary minimum passing score (that is, the number of correctly answered questions required to pass the CJCP® examination). This method takes into account the difficulty of the CJCP® examination. The minimum passing score is validated by the performance of the candidates and is applied consistently across all candidates who take the CJCP® examination.

It is important to note that if you are testing during a January testing month, you will not immediately receive your official Score Report until mid-February, or as soon as the passing point study is complete. When the final results are available, January testing candidates will receive their Score Reports in the mail. During this waiting period, JCR staff will make personal phone calls to the candidates to share their pass or fail results as soon as the information is available. If a candidate feels that they would prefer to receive their scores immediately, we do encourage you to schedule your examination during any of the other testing months—April, July, or October.
**Passing Score**

According to results from established equating procedures, the passing score for the CJCP® examination may be modified. This is ultimately beneficial for the testing candidate to ensure that the examination is scored fairly, and ensures an equal level of difficulty to pass the CJCP® examination regardless of which examination form is administered (there are two examinations).

When CJCP® first launched, the passing score was 80% or 120 out of 150 questions scored correctly. With each modified CJCP® examination, the scores are weighed and may be adjusted at the direction of our Psychometrician.

Please refer to JCR’s website for passing score updates.

**Recertification Requirements**

Certification expires after a three (3)-year period. Each three (3)-year period is unique for each CJCP® and starts on the date that they successfully completed the examination and earned the credential. Certification begins the day of this achievement and ends three years from its starting point. For example, if a candidate passed the CJCP® examination on April 2, 2016, their individual certification term is April 2, 2016, to April 2, 2019.

All CJCPs® are encouraged to recertify to maintain their privileges and recognition with JCR. If your CJCP® has expired, and you have failed to renew, you can no longer refer to yourself as a CJCP®, nor can you reference this designation within your title, either personal or professional.

When CJCP® launched in September 2012, our recertification requirements were exclusive to obtaining CJCP® credit hours through only JCR sponsored events. In early 2014, modifications were made to the recertification requirements based on feedback from CJCPs®, ultimately allowing for non-JCR events to be awarded with CJCP® credit hours towards recertification. Subsequently, further exceptions were made effective January, 2018 to allow CJCPs® to determine education events to meet their needs at their own discretion.

Here are the CJCP® Recertification Eligibility Requirements:

1. Currently certified as a CJCP®
2. Submission of recertification application and payment of recertification fee either 60 days prior to or within sixty (60) days’ completion of the three-year certification period. If an applicant has
a lapse in certification by more than 60 days after expiration date of certification, he or she must start the certification process from the beginning.

3. Thirty (30) hours of CJCP credit hours toward recertification within the 3-year period. 

Options to meet CJCP recertification eligibility include:

a. Exclusive JCR and/or Joint Commission Events – the total 30 hours could be obtained from JCR live education or face-to-face learning, custom education, web-based training, JCRQSN broadcasts, and CJCP-approved events hosted by The Joint Commission.

b. Combination of Exclusive JCR and/or Joint Commission Events along with non-JCR events – at least 20 CJCP® credit hours of the total 30 CJCP credit hours must be obtained from JCR events or CJCP approved events hosted by The Joint Commission. The remaining 10 CJCP® credit hours may be obtained from non-JCR events and at the discretion of the CJCP, provided that the content of the education meets the goals of CJCP certification and supports the ongoing education of an accreditation manager. Topics include but are not limited to leadership, communication, patient safety, Joint Commission survey process, Joint Commission standards, and National Patient Safety Goals®.

• Although it is not required, CJCPs® are encouraged to acquire ten (10) CJCP credit hours per year rather than acquiring all thirty (30) in one (1) year. This is recommended to maintain current knowledge/skills.

4. If a CJCP® does not have a total of 30 CJCP credit hours at the end of his or her three-year term or at least 20 CJCP® credit hours from JCR, he or she loses certification until he or she attains at least 10 JCR CJCP® credit hours and successfully completes the CJCP® recertification examination in the same twelve (12)-month period.

**Application for CJCP Recertification Requirements**

• Meeting recertification application due dates

• Applications include:
  
  ▶ Completion of formal reapplication (available in electronic form only).
  
  ▶ Includes a list of education programs and other credits attended by the applicant and an attestation of participation in those programs
  
  ▶ Payment of non-refundable application fee of $350
  
  ▶ Agreement to be available, if selected, for a random scheduled telephone interview (conducted by a JCR staff member)
Agreement to be randomly audited including a review of programs completed for CJCP credit hours. This may include validating proof of participation including a certificate of attendance, for example, for JCR and/or non-JCR events.

**Tracking CJCP® Credit Hours Toward Recertification**

A Certified Joint Commission Professional™ can start acquiring their CJCP® credit hours toward recertification at any time during their 3-year certification period. However, it is important to note that CJCP® credit hours will not be retroactive.

As a CJCP you can track your credit hours earned in the tracking system. The tracking system is the same system that you submit your official Recertification application in. Please refer to the Recertification webpage for detailed information: https://www.jcrinc.com/cjcp-certification/cjcp-recertification/.

When a CJCP® is due for recertification, the re-application will ask them to provide a listing of CJCP® approved programs that he/she has attended during their certification period. A CJCP® must complete the required thirty (30) hours during their certification period, or choose to retake the examination with a minimum number of hours.

The reapplication will ask candidates to list the programs they attended along with the credit hours. Candidates will not have to provide proof of attendance; however, they will be asked to sign an affirmation statement that they are providing truthful information and that they agree to be bound to a random audit should they be selected.

PSI processes and reviews all recertification applications on behalf of Joint Commission Resources. The process is similar to the original application, although recertification requirements will apply.

JCR conducts random audits of recertification applicants and selects one out of every ten applications received for review. Candidates who are part of this random audit will be asked to provide proof of participation in continuing education programs, and by that, may be asked to submit a certificate of attendance. This process will be required for not only JCR or The Joint Commission sponsored events, but especially important for non-JCR events. For these reasons, we encourage a CJCP to keep an ongoing file with documentation of CJCP credit hours earned during their certification term.

*Please also refer to the “Recertification Requirements” section for more information on CJCP® credit hours needed towards recertification and specifics. Please also refer to the Frequently Asked Questions section on Recertification for further guidance.*
**CJCP Request for Appeals – Recertification**

Joint Commission Resources anticipates that there may be some CJCP candidates who miss their recertification eligibility for various reasons unplanned or unforeseen. For example, someone may have missed their calculation of CJCP credit hours due to unforeseen medical leave, a change of employment, or even a change of decision to pursue CJCP recertification past their expiration deadline. For special circumstances, JCR will allow a former CJCP or a CJCP with an upcoming expiration date to submit a Recertification Appeals Application. Please contact us at CJCP@jcrinc.com for more information on this process.

**CJCP Recertification Application – Getting Started**

As a CJCP candidate is due for recertification, they will be contacted by JCR with friendly reminders leading up to the time frame to begin the formal recertification application. Applications for CJCP candidates recertifying will be accepted beginning up to sixty (60) days prior to a candidate’s expiration date.

To begin the recertification application electronically, candidates will need to have their candidate ID number. This is the original number provided to you at the time of your original application. JCR will be resending that number to you, along with instructions on accessing the application with your temporary password. Once you are logged into the system, we do strongly suggest that you create a new password for security purposes.

Your temporary password will be the capital first letter of your last name, capital first letter of your first name, zip code, and year originally certified.

The recertification application will ask you to provide a summary of your CJCP credit hours, changes in contact information, payment, along with completion of the attestation and potential audit notice. Therefore, when you are ready to begin your application process we suggest that you have the listing of the courses you have participated in readily available to easily note the CJCP credit hours earned, the dates of the events, etc.
Sample JCR Recertification System Screenshots:

JCR Recertification System Screenshots

Applicants will log in using their unique 9-digit ID number that was assigned to them when they tested with PSI. The initial password will be capital first letter of their first name, capital first letter of their last name, zip code, and year originally certified (ex: CE660612015).

Once logged in, applicants will see a summary of their credential recertification information.

There are several links on the left hand side to provide additional information about recertification, testing for recertification, and approved courses. Users are also given information about how many
Sample JCR Recertification System Screenshots: (continued)

hours are required and that are already on record. CJCP credit hours can be entered at any time, but the ‘Recertify’ button will only be available once the applicant is within 60 days of expiration or 60 days after. January applicants will not be able to enter their hours until 4-6 weeks after the testing window due to delayed scoring.

Once an applicant selects ‘Add CJCP Credit Hours’, the following screen appears. All fields must be populated and the applicant must select either JCR Events and/or Joint Commission Events OR Non-JCR Events and Non-Joint Commission Events type to enter the hours.

Once courses are entered, they will appear in a table on the Recertification screen. The ‘Recertify’ button will only be available if the correct number of courses has been entered and the date range is correct.
Once the applicant chooses to recertify, they will be presented with an attestation page. (Please note: The space under email address will display the home address information as well.)

Next, the applicant will be prompted for payment.
Once the applicant agrees to the terms and payment is successfully processed, either a confirmation or audit screen will appear. One in every 10 candidates will be selected to provide additional audit information.
Resources to Help Prepare

**CJCP® Education Modules/Webinars**
Joint Commission Resources offers nine (9) education webinar/electronic products designed specifically for the needs of professionals in an accreditation manager position at a hospital/system, and/or for those who would like to brush up on their skills in preparation for the formal examination.

The CJCP® education modules/webinars are unique because they are the only distance learning product offered by JCR that helps for CJCP® exam preparation. In addition to helping candidates prepare for the examination, continuing education credits are offered, and the modules/webinars may be viewed by numerous individuals. We have found this to be very beneficial for teams preparing for the examination and/or for individuals that prefer to learn at their leisure and not have to travel to a live event.
CJCP® Webinar Module topics include:
1. Understanding The Joint Commission’s Accreditation Process
2. Organizational Analysis: Developing an Organizational Profile
3. Standards: The Essentials for Accreditation Managers
4. Medical Staff and the Accreditation Professional
5. Environment of Care
6. Leadership: The Foundation of Quality and Safety
7. Performance Improvement: The Accreditation Manager’s Role
8. Focus on Patient Safety
9. Understanding the CMS Regulatory and Survey Process for Hospitals

**CJCP® Live Events**

JCR offers the only CJCP® examination prep event designed to help candidates prepare for the examination. The course, “CJCP® Essentials Preparation,” is a one-day limited seating engagement taught live by Joint Commission surveyors and/or JCR consultants who have and will maintain their CJCP® status. The event highlights how to prepare for the examination, test taking skills, reviews content including standards and survey process applicable to the examination, as well as provides an opportunity for participants to experience a mini CJCP® examination. The live events help candidates to get their questions answered directly from expert faculty, in addition to valuable networking opportunities.

**CJCP® Workbook Publication**

The CJCP® Exam Preparation Workbook is ideal for anyone planning to take the CJCP® examination and would like to study independently, and/or in addition to attending other education offerings. This workbook provides practice examinations and questions developed with guidance from JCR consultants who are also CJCPs®, as well as various subject matter experts within The Joint Commission enterprise. The workbook also contains an essential answer key which details the correct answer and explanation as to why the other answers are inaccurate. This publication is ideal for anyone who likes to study independently, does not have the means to travel to a live event, or for someone who wants to test their knowledge with self-checking results.

It is important to know that all CJCP® candidates prepare for the examination based on their own needs and that purchasing any of the preparation resources available is not a requirement from JCR to take the examination.
We recommend that candidates independently review the *Comprehensive Accreditation Manual* (CAMH) in its entirety. This includes the administrative policies, accreditation participation requirements, standards, rationales, and elements of performance. In addition, to better prepare for the CJCP® examination, we recommend review of *Perspectives*, and the various materials available on The Joint Commission’s website. There are links to Standards, Frequently Asked Questions, High Reliability, The Center for Transforming Healthcare and Joint Commission Online. You may also wish to consider various JCR newsletters and periodicals including *EC News*, and *The Source*. For CMS related content, candidates are also encouraged to be familiar with the CMS State Operations Manual and Code for Federal Regulations (CFR).

**CJCP® Customer Service**

For inquiries about any JCR resources to help prepare for the CJCP® examination, general content questions, or to seek help regarding technical requirements before purchasing, please contact JCR Customer Service at:

- Customer Service (United States): 877-223-6866 (8 a.m.–8 p.m. EST)
- Customer Service (outside the United States): +1-770-238-0454 (13:00 UTC–01:00 UTC)
- For specific questions related to the CJCP® product line, please e-mail us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).

**Confidentiality**

PSI, JCR’s vendor for the examination, maintains each candidate’s formal examination results. Its reporting structure to JCR consists of a listing of all candidates who have passed the examination, as well as aggregate data to support the validity of the examination. JCR staff will use this aggregate data to make ongoing improvements to the examination itself, to focus on areas that need improvement (for example, content revisions), and to gain a better understanding of the pass/fail rates for each specific question on the examination.

JCR staff and Joint Commission staff, along with PSI staff, are bound to internal confidentiality agreements, and your individual results will not be provided to the public. If a candidate fails the examination, it is up to them whether or not they wish to share that information with their management and/or colleagues. However, JCR will post an ongoing listing of all CJCP® professionals — those who have successfully passed the examination — on the JCR website. The CJCP® application form will include a statement of consent for JCR to post your name as a CJCP® on its website after you become certified. Likewise, JCR posts a listing of all CJCPs who have successfully recertified on our website.
Frequently Asked Questions

Appeals

Q: What if I don’t meet the formal eligibility requirements, but feel my education and/or work experience and knowledge should be considered?
A: If you do not meet the requirements and would like your application to be considered please submit an appeal application, a candidate must first download the appeal form from CJCP website. Candidates can fill out the form and e-mail the form to CJCP@jcrinc.com. Appeals are free of charge to candidates and are found to be very customer friendly.

Q: I submitted an Appeal Application and was notified that my request was approved. What is the next step in the application process?
A: If JCR has approved your Appeal, your formal approval letter will provide you with the necessary steps to complete your CJCP® application. Please contact CJCP@jcrinc.com for further questions.

Q: I submitted an Appeal Application and learned that after it was reviewed by JCR it was denied. What are the next steps?
A: In many circumstances, a candidate eventually meets the eligibility requirements after being denied. Many candidates will be able to apply independently for CJCP®. However, there are instances when potential candidates still would like to be considered and do not meet the eligibility. All denied Appeals will have the opportunity to re-appeal twelve months after their first denied Appeal Application.

Q: I submitted an Appeal Application which was reviewed by JCR and then approved. Do I have only a year to take the examination?
A: Once a candidate submits the formal CJCP® application, and the application is deemed complete, a candidate has one full calendar year from that to take the CJCP® exam. If a candidate does not take the exam during that 12-month period, they forfeit their application fee, and need to start again. However, the Appeal Application is not the formal CJCP® application. This process allows us to assist candidates who do not meet the eligibility requirements. If you are approved through an Appeal, the next step is to submit the formal CJCP® application. You will have one (1) month to submit this formal application. Once the formal application is submitted, you will have one full year from the submission date to sit for the exam.

Q: I understand the fee for the application to be $375. Is there an additional fee for the Appeal Application?
A: There is no existing fee for an Appeal Application. JCR provides this free of charge to assist potential candidates get approved for CJCP® eligibility.
Q: I submitted an Appeal and learned that it was approved to move forward. Since the time of my submission, I have changed jobs and no longer need the CJCP® credential in my new position. Will I still need to apply and/or pay the application fee?
A: Appeal applicants are not bound to formally apply for CJCP®. We understand that circumstances change from time to time and your approval is granted based on your current situation (at the time of the appeal). Should you reconsider CJCP® in your new position, we are happy to work with you on the application process.

Q: I have recently had a name changes since my Appeal was approved. Do I need to communicate this to anyone?
A: If you have already submitted your formal CJCP® application, and your name has changed since that submission date, you will need to contact Candidate Services at PSI. If you have not submitted a formal application, yet you have submitted an Appeal, or that Appeal has been approved, you will need to contact JCR.

Application Process

Q: How do I submit my application for CJCP®?
A: Applications are available in two formats—paper copy and electronic format. We recommend electronic submission. However, if this is challenging for you, paper applications are accepted. The application (both paper and electronic) is accessible through our website, http://www.jcrinc.com/cjcp-certification/. You may also visit our vendor’s website at http://www.goAMP.com.

Q: I would prefer to mail in my application rather than submit it electronically and am wondering if that is acceptable?
A: Many candidates, for various reasons, choose to mail in their application in paper copy. Our vendor, PSI accepts both electronic and paper copies. However, please keep in mind that paper copies do take longer to receive and process than electronic applications.
**Application Deadlines**

Q: How soon do I need to submit my application in order to test during the next available offering?
A: There are no formal application deadlines for candidates. The CJCP® examination is available during the months of January, April, July, and October. We recommend that you submit your application as early as possible. We recommend that candidates submit their application six (6) weeks prior to the examination window to ensure the best opportunity to test on the date and location of their choice.

Q: Is there a deadline for applications?
A: Applications for CJCP® are accepted all year. There is no deadline. However, please keep in mind that the testing months are limited to four months a year so you will want to plan accordingly for application processing time.

Q: I am applying for CJCP® but am hesitant because I do not want my organization to learn of this. Will any communications come to my organization?
A: Only general information about CJCP® will be sent to your organization, as part of our general overall marketing efforts. JCR does not communicate updates to organizations about any potential candidates, nor do we provide scores after the testing date. The information on all candidates is held confidential. However, should you pass the examination, your name and state will appear on our website. We will not provide your title, or organization name.

Q: If I wish to test next year, do I need to wait to submit my application?
A: A candidate has one year to schedule their exam after submitting an application. You may schedule your exam anytime within that twelve (12) month period. For example, if you submit an application in November 2017, you will have until November 2018 to take the exam.

Q: What if my application is submitted but I have not had time to supply the additional materials?
A: Your application must be completed in full including all additional materials in order to schedule the examination. This includes payment, job description, etc. Your application will not be deemed complete until all items are received.

Q: I submitted my application and payment last year, but due to personal reasons did not have time to complete the application. What is the next step?
A: Unfortunately, if a year has passed you may need to reapply for the examination, and that includes additional payment. Please call the Candidate Services representatives at PSI for further assistance.
**Certification Diploma**

**Q:** Do I get a formal CJCP® diploma or certificate after passing the examination?

**A:** Yes. Once we receive formal acknowledgment that you have successfully passed the certification examination, you will receive a formal certificate via email acknowledging your success!

**Q:** How soon will I receive a CJCP® certificate?

**A:** JCR will email a certificate to the new CJCP® approximately six (6) weeks after successful completion of the exam. Should you not receive this, please contact us at CJCP@jcrinc.com.

**Q:** I anticipate that I will be getting married during my certification period. Could I get a new certificate printed when that happens for displaying?

**A:** Yes, additional certificates are available for purchase through JCR at a nominal fee. This would include all misplaced certificates, requests for duplicative certificates, or requests for name changes on existing certificates.

**Q:** I received my CJCP® certificate but do not plan on recertifying during the next period as I will be on maternity leave. If my certification expires, am I still allowed to display the certificate?

**A:** JCR does not have any restrictions on your CJCP® certificate as the certificate itself does post the term of your certification and expiration date. Feel free to proudly display your accomplishment.

**Q:** I recertified this month and am wondering if I will receive a brand-new certificate to display?

**A:** JCR will email a certificate to the recertified CJCP® approximately (8) weeks after the recertification period.

**Continuing Education Credits and CJCP®**

**Q:** I am a nurse but also recently received my CJCP® certification. I understand that I need to have a certain amount of CJCP® credit hours to maintain my certification. Do I have to choose between using the education hours for CJCP® credits for CE hours?

**A:** CJCP® certification is good for a three-year period. To recertify, you must maintain thirty (30) CJCP® credit hours over the certification period. Or, you must acquire a minimum of 10 CJCP® credit hours and then re-take the examination. When we refer to “CJCP® credit hours,” those are specific to this certification program. Many of our education opportunities will offer CJCP® credit hours, in addition to continuing education (CE) hours toward an individual’s professional licensure (ANCC hours for nurses, ACCME hours for physicians, or ACHE hours for executives). Our professional certification program is separate from licensure requirements. Therefore, you may acquire both CJCP® credits and CE credits by attending one of our events.
**Eligibility Requirements**

Q: Is the examination just for candidates that work in hospitals?
A: JCR launched CJCP® for the hospital accreditation program, and the examination comprises questions from the Comprehensive Accreditation Manual for Hospitals (CAMH).

Q: I currently work in an ambulatory setting but am extremely familiar with the hospital standards and am confident I could pass the exam. Would I be eligible?
A: Unfortunately, eligibility is limited to those working in a U.S. hospital, U.S. organization or U.S. system level. We realize that many of the standards for ambulatory are similar to those within the hospital standards. However, the eligibility requirements are set forth. We hope to expand CJCP® to other programs in the future. Should you still wish to pursue CJCP®, you might want to consider downloading an Appeal Application from our website and send to cjcp@jcrinc.com.

Q: I currently work for the United States Navy as a nurse preparing organizations for survey. If my job duties are overseas, do I still qualify for the CJCP® examination?
A: When we wrote our eligibility requirements, we certainly took our military professionals into consideration. The answer is yes, military professionals are eligible for CJCP® as you are considered to be working within hospital organizations. However, we do encourage you to view our testing site locations as scheduling the examination may be limited depending on where you are on duty. However, you can always schedule back in the States upon your next visit.

**Eligibility Requirements for External Consultants**

Q: Are external consultants eligible for CJCP®?
A: Yes, external consultants are eligible for CJCP®. The current eligibility requirements state “current employment at a hospital, organization, system level.” JCR believes that consulting groups that assist in accreditation preparation, assistance, coordination, or management/maintenance roles certainly meet the criteria as they fall under the category of an “organization.” However, like all other candidates, consultants must meet both the employment and education requirements set forth in the CJCP® External Eligibility Requirements.

**Examination**

Q: When can I take the CJCP® examination?
A: Once your application has been submitted and deemed complete, you will receive formal notification from PSI with instructions to select your preferred testing site and testing date. At that time, you may select your examination date for any day (excluding Sundays and holidays) within the month of January, April, July, or October.

Q: How much do I need to know in terms of the Centers for Medicare & Medicaid Services questions? I work for the V.A. and don't have the need to know this information.
A: Our CJCP® Steering Committee, in addition to the CJCP® Examination Team, strongly
discussed this topic in planning. We recognize that not all professionals will have an in-depth knowledge of the CMS regulatory and survey process for hospitals. Therefore, we have limited the number of questions on the CJCP® examination to just five (5) pertaining to this topic. In addition, these questions are content equivalent to what our subject matter experts feel are “appropriate” for all levels.

Q: I am anxious about the computer skills needed to take the examination, what do I need to know?
A: All testing sites have extremely user-friendly systems in place to accommodate those with technical assistance needs. No previous skillset or training is needed to sit for the CJCP® examination.

Q: I will be taking the examination with a colleague of mine at the same time. Will we both receive the same examination template?
A: There are two versions of the CJCP examination which are randomly provided. However, we do try to avoid giving the same examination to individuals from the same organization (testing on the same day). The same holds true if a candidate is testing in the morning, yet their colleague is testing in the afternoon.

Q: Where do I take the CJCP® examination?
A: The examination is offered to you at various off-site learning locations close to your geographical location. Locations for the examination are all within approximately 50 miles (or less) of a candidate’s desired location and some at H&R Block site locations. For a complete listing of potential locations to sit for the examination, please refer to PSI’s website.

Q: Is it possible to take the examination by paper and pencil instead of electronically?
A: Unfortunately, no. All CJCP® examinations are provided electronically, are proctored, and provided through PSI.

Q: Is the examination available at the CJCP® live event, or could it be?
A: Unfortunately, no, the examination is available only at testing site facilities coordinated through PSI. However, we are in early discussions to make this option available in the coming years.

Q: How soon after I take the CJCP® examination will I know my test results?
A: Immediately. Administrators at the test-site locations will be able to provide you with your test results upon completion of the examination. The only time you may not receive your test results immediately is during the period the equating procedures are being completed (passing point study). This is conducted annually during the month of January. In the event of delayed examination results, you will be provided a provisional score report with information to allow
you to check on the progress of the finalization of your examination results. Once the passing point study is complete, you will receive your official Score Report in the mail. During the waiting period and as soon as the results are available, you will receive a personal phone call from JCR staff with the results of your examination.

**Q:** I secured my examination time and location and then upon further investigation, found a testing site that I would prefer. Can I switch my location?

**A:** Yes, candidates select their own testing site and date. However, once you are scheduled you can only reschedule your exam date and/or time once without penalty.

**Q:** I will be on vacation during the dates I would prefer to take the exam and feel I would like to sit for the CJCP® examination during my vacation. Does my testing site need to be within my zip code of my work and/or home address?

**A:** No, we do not provide any limitations as to the location of choice for candidates taking the examination. Candidates can choose any testing site location within the United States that offers the CJCP® exam.

**Q:** I will need to provide my employer with a copy of my Score Report. Is it possible to provide them with a summary so that they don’t see the questions I did not score correctly?

**A:** Proctors at the testing site locations will provide candidates with a Score Report in only one format. It is up to you as to how you wish to provide that Report to your employer. We do not provide optional formats. However, the Score Reports only provide you with a total and aggregate summary of the categories on the exam regarding your pass/fail scores. The actual questions are not provided.

**Q:** I took the exam and passed but was surprised to see that I scored five questions incorrectly related to medical staff standards. How can I learn from my errors or receive a copy of those questions?

**A:** Due to the security of the exam, we do not share test questions. However, we can assure you that all test questions are reviewed continuously and if a question proves to be troubling for “most” test takers, we do consider revising it for the following year. We also take into consideration the candidate who is taking the exam, and what their knowledge of medical staff standards may or may not be. Rest assured, there is only one correct answer to each question.

**Examination Retakes**

**Q:** What if I don’t pass the CJCP® examination the first time? Can I take it again? How soon after the first time? How many times can I take the examination?

**A:** If you do not pass the examination, there are no restrictions on how many additional times you can sit for the examination. However, you will be charged an additional fee for each retake and
must pay the full application fee again. Retakes will be scheduled during the next availability of examination dates, but candidates must wait the three (3) month period before they will be allowed to reschedule. For example, if you took the examination in January but did not pass, the earliest you could attempt the examination again would be in April. You could not retake within the month of January (unless it is the following year).

**General Questions Related to CJCP® Consideration**

Q: Is CJCP® the only certification program offered by Joint Commission Resources (JCR) and/or The Joint Commission?

A: Yes, CJCP® is the ONLY formal certification developed, recognized, and endorsed by JCR and The Joint Commission. Much like the accreditation designation for organizations, CJCP® will be the gold standard in the industry, recognizing individuals with professional knowledge and expertise as an accreditation professional.

Q: What benefits are there to becoming a CJCP®?

A: The CJCP® certification will provide you with personal and professional growth through potential career advancement, organizational support, and professional recognition and achievement. In addition, CJCP® will provide you with networking opportunities and a further sense of commitment to and knowledge of the Joint Commission standards and survey process.

Q: If I obtain my CJCP® in my current position as a nurse leader, yet move on to a new position outside of my current job, am I still allowed to use the credential, or do I is that only allowed if I stay at my current organization?

A: The CJCP® credential is an individual achievement. Those that achieve this accomplishment can use it for promotional reasons, during their certification period (unless he/she recertifies). You are not limited to use this credential at only your current place of employment.

Q: There are other certification bodies. Why should I choose CJCP®?

A: CJCP® is the only certification program recognized by The Joint Commission. While other programs offer certification, CJCP® is the only product specifically designed by Joint Commission staff, those with expert knowledge on Joint Commission accreditation and compliance standards and survey process issues. CJCP® also sets the bar for eligibility requirements and recertification; many competitors do not. Comparatively speaking, your peers and employers as well as other professionals will recognize CJCP® as the gold standard of certification programs.

Q: Is getting my CJCP® a Joint Commission requirement? Do Joint Commission accredited organizations have to have a CJCP® as their accreditation manager?

A: No, CJCP® is not a requirement set by The Joint Commission. However, organizations are considering whether or not to make the professional certification a hiring requirement and/or professional performance goal. We recommend that you contact your Human
Resources Department at your respective organization to learn more or to see if they will assist you with reimbursement for CJCP, and/or for maintenance of CJCP.

**Misrepresentation**

_Q: I believe an individual may be using the CJCP® credential, when I don’t believe he or she has passed the examination. How do I verify that?_

_A: If an individual has passed the CJCP® certification exam, he or she is listed as a CJCP® on JCR’s website. JCR regularly updates this list of CJCPs®. Only those who have passed the examination will be listed on the website. It is possible that someone may have had a name change since he or she took the examination (for example, due to marriage or divorce). However, if you suspect someone is improperly using the CJCP® credential without passing the exam, please contact CJCP® Program, at cjcp@jcrinc.com. All correspondences regarding possible or suspicious misrepresentation of a CJCP® credential will be reviewed internally and such other steps as necessary will be taken._

**Once a CJCP® Professional**

_Q: How do I know who other CJCPs® are?_

_A: With approval from all who have earned the CJCP® certification, we have posted their names on JCR’s website. After each testing month, we will continue to list those who have earned the certification or recertification in alphabetical order. View the names of your professional colleagues—scroll to the sidebar on JCR’s website: [http://www.jcrinc.com/cjcp-certification](http://www.jcrinc.com/cjcp-certification)._

_Q: Can I use CJCP® after my name once I pass? How will people know what CJCP® means?_

_A: Once you have received notification that you have passed the examination, you are a Certified Joint Commission Professional™. We encourage you to use CJCP® after your name to distinguish yourself amongst your peers and showcase your achievement. CJCP® is becoming a well-recognized credential in the health care workforce. As our certification program continues to grow, we are certain that people familiar with The Joint Commission, Joint Commission Resources, and our standards for health care and patient safety will soon universally know what CJCP® certification means._

_Q: I would like to give feedback about the CJCP® examination and how I prepared. I have comments that are positive along with a few suggestions._

_A: There are networking and chatter groups established within our Salesforce platform for all CJCPs® and open communication with JCR staff. We do seek your comments and encourage candid discussion so that we can continue to evolve and make improvements. Please contact CJCP at cjcp@jcrinc.com._
Q: How do I update my contact information should I change jobs?
A: If you are already a CJCP® and have a change of address, title, e-mail address, home address, or any other update that we should be aware of such as name change, please contact PSI directly at 888/519-9901. Their customer service department is happy to update the client portal on JCR’s behalf.

Q: How are my hours tracked for CJCP® recertification?
A: CJCPs are required to track their own hours towards recertification. We ask that you continuously make sure that you have the required hours during your three (3) year certification period and at the time of application for recertification you will be required to provide us with the details of the events that you attended. Please keep in mind that you can track your CJCP credit hours earned in the tracking system. The tracking system is the same system that you submit your official recertification application to.

Passing Rates
Q: What is the passing rate of the CJCP® examination?
A: JCR does not currently share the passing percentages for its examinations. This decision was made under advisement from our team of psychometricians who point out that the passing rate can vary over time due to differences between examination groups, which makes the examination passing rate a misleading estimate of overall examination difficulty and rigor. However, in general terms, more people that took the exam from 2013 to 2017 passed opposed to those that failed. Our passing rates are encouraging and continuously trend positively for candidates.

Q: I took the examination in July of 2014 and am wondering if I can find out how many people across the country took the examination that month and out of that, how many passed.
A: We do not release the statistics for testing months or general statistics. The CJCP® is available only four testing months a year (January, April, July, and October) and we do tend to find that more candidates sit for the examination during the first and last testing months (January and October). Comprehensively, the distribution of examinees is usually pretty consistent during all four testing opportunities.

Preparing for the Examination
Q: What is the best way to prepare for the examination?
A: We recommend that the candidates review the Comprehensive Accreditation Manual for Hospitals (CAMH) in its entirety. This includes the administrative policies, accreditation participation requirements, standards, rationales, and elements of performance. In addition, to better prepare for the CJCP® examination, we recommend review of EC News, Perspectives, The Source, and FAQs posted on The Joint Commission’s website. Candidates are also encouraged to be familiar with the CMS State Operations Manual and Code for Federal Regulations (CFR). In addition,
JCR offers education and opportunities. (See below.)

Q: Is it possible for me to study for the CJCP examination by using the electronic version of the CAMH (that is, E-dition) rather than hard copy?
A: Yes, you can use E-dition to study for the examination; however, we do provide specific instructions to help you make sure that all filters are turned off.

Q: Is there additional education material available to assist me in preparing for the exam?
A: JCR is pleased to offer three ways to prepare for the examination. (1) a 1-day live event, “CJCP® Essentials Preparation,” (2) a self-paced study workbook, CJCP® Exam Preparation Workbook, and (3) education webinar/module series for CJCP® preparation. For further details about any of these products including live opportunity dates, continuing education credit hours, or content specific questions, please visit our website at http://www.jcrinc.com/cjcp-certification.

Q: Is it possible for me to study for the CJCP examination by using the electronic version of the CAMH (that is, the E-dition) rather than hard copy?
A: Yes, you can certainly use the hospital E-dition to study for the CJCP examination as long as all filters are turned off and the Service Profile has all options checked. When customers access the E-dition from their extranet site, they are viewing an individualized CAMH that matches the organization’s electronic Application for Survey (e-App). So, JCR automatically turns on and off filters to meet the needs of the organization being surveyed. While appropriate to and expected for survey preparation, the manipulation of the Service Profile and filters will eliminate some of the requirements that should be reviewed when preparing for the CJCP exam. The exam is based off of all components of the CAMH including standards, survey process, and so forth. Therefore, if filters are selected or the Service Profile excludes certain settings within your E-dition, you may not be studying the full set of requirements you will be tested on.

Recertification
Q: I am due for recertification in a few months, how do I start the process?
A: All CJCP candidates approaching their renewal dates will be contacted by JCR to provide you with instructions for the recertification application. To begin, you will need your candidate ID number. This is the original candidate ID number that you were provided during your original application. We do not anticipate that most candidates will still have this, so we will be reminding you of your individualized protected candidate ID number during our communications, along with a link to the recertification application. With this you will also receive a temporary password. Once you log in, you will be encouraged to change your password for protection. Since we started the recertification process, we have heard from CJCPs that the application is very customer friendly.

Q: I plan on recertifying but do not think I will be able to keep up with the requirement for CJCP®
credit hours. Could I just retake the examination?
A: Yes, you could retake the examination. However, at a minimum, you must acquire ten (10) CJCP® approved credit hours from a JCR program/event. Assuming that you do this within your three-year certification term, you may then sit for the examination.

Q: Will the examination offered to those recertifying be the same examination we took during our initial try?
A: The CJCP® examination is reviewed and updated each year. This is important due to any changes in the accreditation standards, survey process changes, etc. We also continuously make updates to the examination based on feedback from our psychometrician. Therefore, the examination you took at the beginning of your three-year certification period will not be the same for recertification.

Q: What is the time frame for recertification?
A: Candidates for recertification will be able to apply up to sixty (60) days prior to their certification expiration date, and up to sixty (60) days after their certification expiration date. If you exceed this period, you must reapply for CJCP certification by retaking the examination.

Q: What if I am not able to apply for recertification within my grace period?
A: Candidates who miss their sixty (60) day period to apply for CJCP recertification will need to reapply for CJCP. However, should you miss the date due to extenuating circumstances such as illness, an appeals process is in place so that we can work directly with you to determine if an exception will be made for your circumstance. To request a Recertification Appeal Application, please contact us at CJCP@jcrinc.com

Q: How many audits will be conducted in terms of recertification applications?
A: JCR will be auditing one out of every ten applications that come in for recertification. The audits will be randomly selected, and computer generated by our vendor, PSI.

Q: What happens if I get selected for an audit?
A: If you get selected for an audit, you will first be notified by a written communication, followed up by a letter asking you for proof of the education events that you have listed on your application. You will be given a time frame as to when you need to submit the information requested and where. “Proof of participation in the events” could consist of a variety of options. JCR will accept a copy of the Certificate of Attendance, a transcript, pre and post test results of any required quizzes, or letters from the sponsoring organization. During the time of your certification, we do encourage you to save these documents in a safe location for the purpose of the recertification audit.
Q: When I recertify, will the new three-year terms be renewed on the date of my original examination, or does it restart at the time of my recertification application?
A: The date of your new certification term will be dependent on how you recertify. If you are recertifying based on submission of the application and CJCP credit hours, the dates will be extended based on your original successful completion of the examination. For example, if you passed the examination on January 1, 2013, your certification period was January 1, 2013 to January 1, 2016. Your new recertification period will be January 1, 2016 to January 1, 2019 (regardless if you submitted your application before this date). If you are recertifying by re-taking the examination, your recertification period will be altered based on the day you successfully pass the examination.

Q: My recertification is not due until January of next year. However, I already have the requirements met to meet recertification as I have obtained the number of hours needed to recertify. Is it possible that I could submit an early application while I have the time?
A: Unfortunately, the policy only allows for you to recertify up to sixty (60) days in advance of your certification expiration date. Congratulations on meeting you deadline early and please hold on to that information so that we can expedite your application just as soon as your time frame is met.

Q: What is the process for recertification?
A: Similar to the original application for CJCPs, our vendor, PSI will be processing your recertification application and payment. The applications will be electronic to all, with the exception to those needing to re-take the examination. We ask that those candidates submit a paper application to provide proof of the ten required (minimum) JCR CJCP credit hours. A paper application will also be available for any candidate who may prefer to not submit an electronic application. Recertification applications are available on both JCR and PSI’s websites. When it is time for your recertification, you will start to receive reminders and communications from JCR to meet your deadlines. In addition, you will receive specific instructions from us to submit your application. For these reasons, it is important that you continue to notify us with any change in your email or mailing address.

Q: I am short only 5 CJCP credit hours towards recertification and was not planning on recertifying because I cannot afford to travel to any of the approved events. If there is a local program that I could attend, will these 5 hours be acceptable? I already have the approved 20 CJCP credit hours from JCR events. This may change previous recertification decision.
A: You no longer need to get approval from JCR in advance for CJCP credit hours (for non-JCR events). Therefore, if the proposed program meets your needs and is supportive of your current role as an accreditation manager or coordinator, you certainly can obtain those hours to meet...
your external CJCP credit hours. Please keep in mind however, that the hours must be obtained during your certification three-year term and cannot be retroactively applied.

Q: What types of non-JCR events would be applicable to meet the CJCP recertification expectations?
A: Candidates who are eligible for CJCP represent many different positions within a hospital/hospital system. The majority of our CJCP cadre hold the title of accreditation managers and patient safety officers. However, other healthcare professionals such as Pharmacists and Life Safety Codes Specialists also pursue CJCP certification. For those reasons, the objectives and content of one education program for one person may not be the demand for another. Choose the program that is right for you and one that supports your role in supporting Joint Commission accreditation and survey process.

Q: In the past, non-JCR events such as webinars from The National Patient Safety Foundation (NPSF) were approved for CJCP credit hours. I assume that these programs will stay be acceptable for credit hours?
A: Yes, traditionally, approved non-JCR events in the past are always good sources of education for CJCP credit hours. Programs offered by the Institute for Healthcare Improvement (IHI), National Patient Safety Foundation (NPSF) and state hospital associations (to name a few) are excellent resources for education opportunities.

Q: Do the programs I attend need to be live education events?
A: No, you do not need to attend live education events to obtain CJCP credit hours towards recertification. The same holds true throughout the past certification terms, and CJCP credit hour opportunities include not only live events, but webinars, online learning, audioconferences, and other distance learning modules.

Q: How are non-JCR or non-Joint Commission events that I attend be monitored?
A: At the time of recertification, you will be asked to list to programs that you participated in, earning your CJCP credit hours towards recertification. Your application will provide you with the opportunity to list all events over your three-year certification term. Before submitting your application, you will attest to your formal participation in these events.
Contacts for Specific CJCP®-Related Questions

For questions related to CJCP®, please visit http://www.jcrinc.com/cjcp-certification/. You may also direct your individual questions to JCR via e-mail at CJCP@jcrinc.com. Staff will review all questions within seven (7) business days. For questions by telephone, please contact JCR’s customer service line:

- Customer Service (United States): 877/223-6866 (8 a.m.–8 p.m. EST)
- Customer Service (outside the United States): +1-770-238-0454 (13:00 UTC–01:00 UTC)

For questions related to scheduling an examination, changing your examination date, or payment issues, please contact PSI at 888/519-9901 or visit its website at http://www.goAMP.com.