Joint Commission International's E-Application Frequently Asked Questions (FAQ)

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DIRECT CONNECT QUESTIONS

Q: What do I do if I forget my username/login or password?

A: Please follow the instructions below to reset your password:

- Access JCI Direct Connect and enter your Username/Login (your Username is the email address on file with JCI Direct Connect.)
- Click "Forgot Password" in the HELP CENTER box. You will receive an email with directions on how to create a new password.

Q: How do I add, delete, or change contact information in Direct Connect?

A: The instructions below will guide you through the process of adding, deleting, or changing system users.

- Access JCI Direct Connect and enter your Username/Login. If you forgot your password, click the "Forgot Password" on the first page and create a new password. **Note: your username is the email address on file with JCI Accreditation.**
- On the home page, click the 'Security Access' tab. On the Security Access page, you will see a key icon next to your name and the name of any other staff member that has been designated as a Security Administrator. Staff members designated as Security Administrators can add new contacts and change the security access for current contacts in your organization. This is the page on which your contact information will be added.

- Click on "Create a New User" and complete all information in "User Details" tab. Click "Save" to save new contact information
- Click on "JCI Accreditation Role" tab and select the New Username from the drop-down menu for each role and "Save." Please note, you may select one contact for multiple roles from the drop-down menu under "JCI Accreditation Role."

- If a contact is no longer with your organization, click on the contact information in the left rail and click on "Remove User" and "Save"

Q: How do I add a Security Administrators?

A: On the JCI Direct Connect home page, click the 'Security Access' tab. On the Security Access page, you will see a key icon next to your name and the name of any other staff member that has been designated as a Security Administrator. Staff members designated as Security Administrators can add new contacts and change the security access for current contacts in your organization.

Click the name of the contact on the left rail. On the "User Details" tab, you can indicate if they can log into JCI Direct Connect.
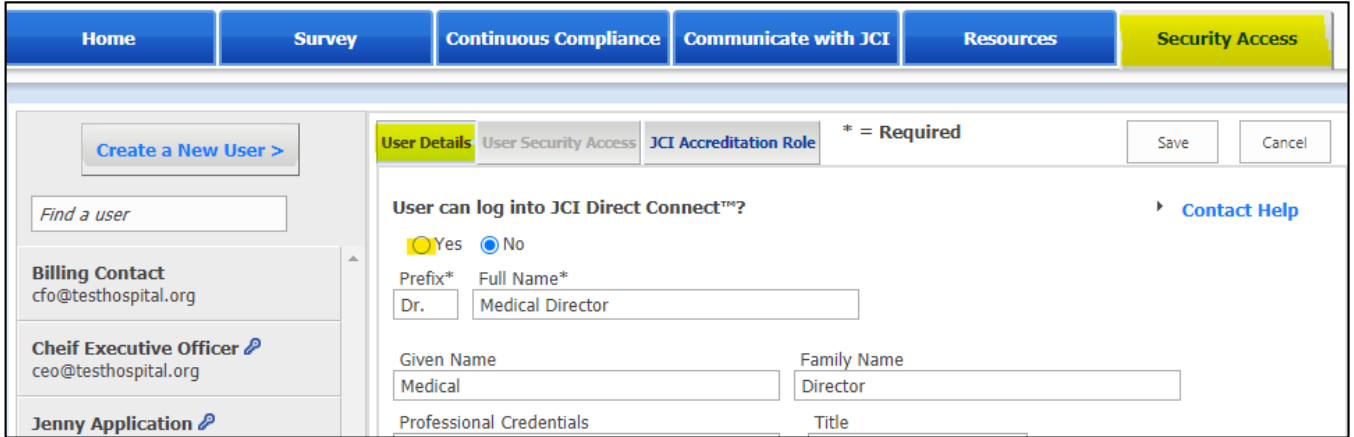
If the contact can log in to JCI Direct Connect, the Security Administrator can update the contact's security access by clicking on the "User Security Access" tab. The Security Administrator can also make the contact a Security Administrator, which will allow access to the E-App, to SIPs, and Survey Findings Reports.
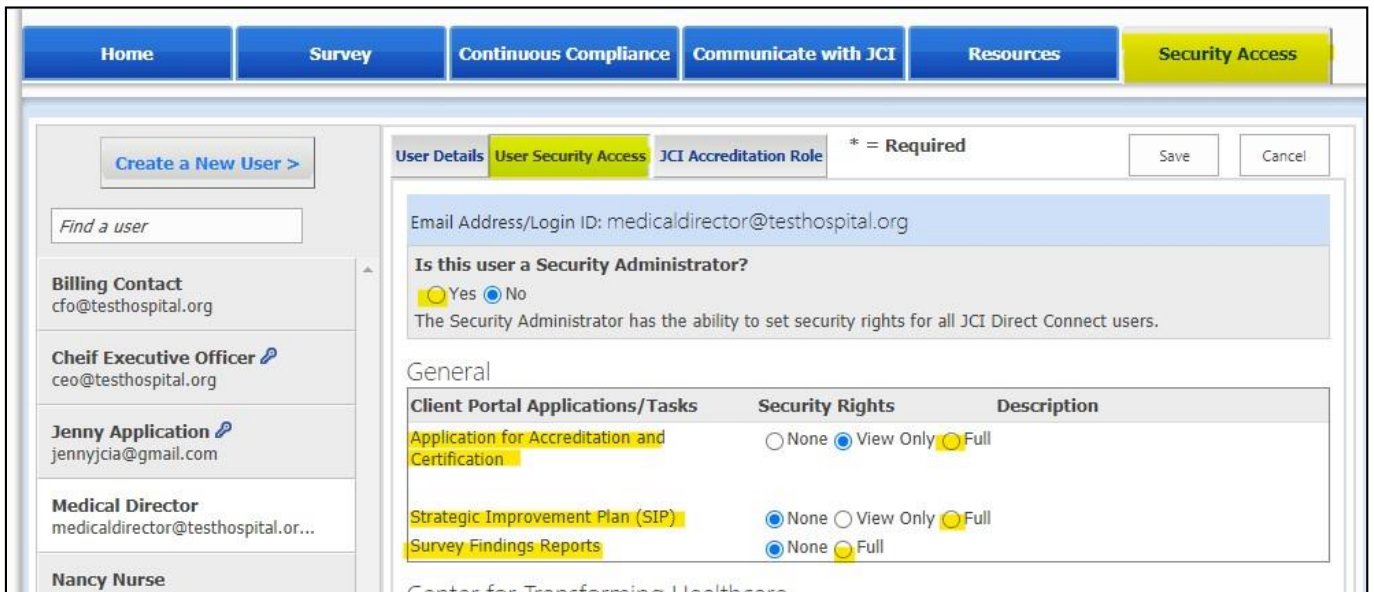
Types of E-App Security Rights:
- None: the user will be restricted from entering E-App, SIP &/or Survey Findings Report
- View only: the user will only be able to view the E-App, SIP &/or Survey Findings Report
- Full: the user has full access to edit the E-App & SIP and can view the Survey Findings Report
- **Security Administrator**: By granting Security Administrator Access you are granting the user to add and remove users. For security reasons, by default we have granted only the CEO and Survey Coordinator Security Administrator rights.

Q: If I have multiple programs but am not applying for surveys for all the programs. Should I uncheck the programs that will be surveyed later?
A: **Do not** uncheck any programs as it will delete all information in E-App. On Tab 6, you will attest to which programs will be submitted for initial/triennial survey and which programs are submitted as updates.

Q: Can contacts share the same email address?
A: No. To ensure privacy, each contact must have a separate, unique email address. The email address represents each staff member's unique username. You can assign multiple roles to one staff member by selecting the same contact from the drop-down menu for multiple roles on the "Security Access" tab.

Q: What if I am having technical issues with accessing Direct Connect/E-app/SIP?
A:
- Ensure you are using the email address that is registered with JCI Direct Connect. This would be your email address on the Security Access tab of JCI Direct Connect. JCI Direct Connect/E-app will not recognize the login if another email address is entered that is not registered within the application.

- Shut down all other browsers and applications that may be open before you attempt to enter JCI Direct Connect. JCI Direct Connect is a highly secured site and may not allow

you access when other browsers and applications are also running.

- Change the browser you are using. JCI Direct Connect and its applications should work with all major Internet browsers; however, it is designed to work best with the most current version of Microsoft Edge.

- Check to make sure you are using the correct link to JCI Direct Connect https://www.jointcommissioninternational.org/login/. If you had saved this link previously in your favorites, please delete it and use this updated link.

- Ensure your internet browser is up to date.

- It is also possible that JCI Direct Connect was temporarily off-line for maintenance when you attempted access. Try gaining access again to see if you receive the same message.

- Clear out all the "cookies" and browsing history in your browser. It is possible that the cookies are overriding your attempts to access JCI Direct Connect and SIP with your password. It is possible that at one point in time you changed your password, or someone else in your organization changed your password, and the cookies are retaining the old password. If necessary, ask your IT Department for assistance in clearing cookies from your computer.

- Check with your IT Department to make sure your organization's security is allowing you full access to JCI Direct Connect, and all other JCI Accreditation applications.

- JCIA application errors occur when "cut and paste" is used to enter information into the text boxes. The cut and paste action carries over the coding from the original document from which the cut is being taken, and that coding interferes with the coding in JCI Direct Connect, as well other applications such as E-app.

- Lastly, it could be that you have too many files open or using more than one browser. JCI Direct Connect is a highly secured site and likely will not allow anyone access who has too many other documents or files or browsers open at the same time. It is suggested you close out everything and go back in with a "clean" browser – preferably Google Chrome or IE.

Q: Who do I contact if I have a question about my Invoice?
A: Please direct all questions about your invoice to: AccountsReceivable@jcrinc.com.

Banking information –

For ACH Delivery
Primary Bank Routing Number: 071000013
Account Number: 396293109
Account Name: Joint Commission Resources Inc.

For Wire Transfers
Bank Routing Number: 021000021
SWIFT Code: CHASUS33
General Bank Reference Address: JPMorganChase New York, NY 10017
Account Number: 20000011129965
Account Name: Joint Commission Resources Inc.

JP Morgan Chase Bank
10 S Dearborn Street, 8th Floor
Chicago, IL 60603

Q: What do I do if there is a Sentinel Event at my organization?
A: Accredited and Certified organizations may voluntarily report sentinel events to JCI Accreditation. Please send sentinel event information to the JCI Quality Department at JCIQuality@jcrinc.com.

Q: How do I request an Observer on my upcoming survey?
A: Please send observer requests to your assigned Account Manager or the JCI Accreditation mailbox at JCIAccreditation@jcrinc.com. Please include the potential observer's CV or resume for review. We will ask the observer(s) to complete and return a Confidentiality Agreement.
We allow one observer per surveyor. Please be advised that our policy states that observers may not participate in any discussions or answer any questions; they are strictly to be observers.
Additionally, during the actual survey activities, should the surveyor feel that an observer(s) may interfere with the survey, the surveyor has the right to ask the observer(s) to leave the survey.
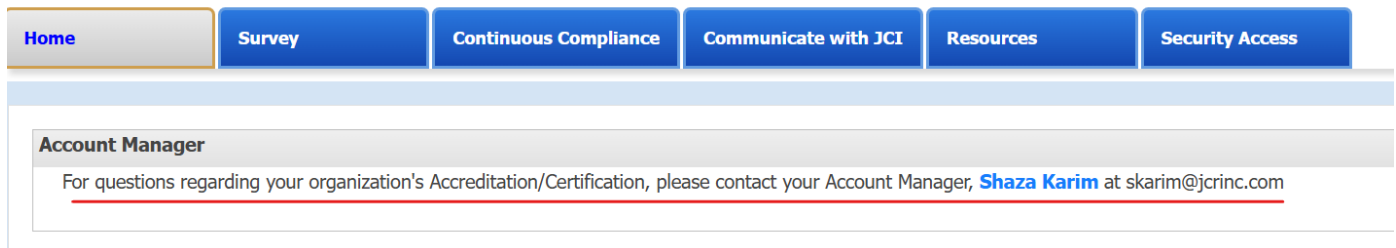
E-APPLICATION QUESTIONS

Q: How do I change the Ownership information in the E-App?
A: You will not be able to enter updated Ownership information in the E-App. Only Central office staff can change this section of the E-app.

Email your Account Manager or JCIAccreditation@jcrinc.com requesting the Owner Contact Information Form. Please return the completed form to your Account Manager or JCIAccreditation@jcrinc.com. We will enter the new ownership information and contact you for your review to ensure accuracy.

You will find the assigned Account Manager name and email address on the Home page in your JCI Direct Connect portal.

Account Manager

For questions regarding your organization's Accreditation/Certification, please contact your Account Manager, **Shaza Karim** at skarim@jcrinc.com
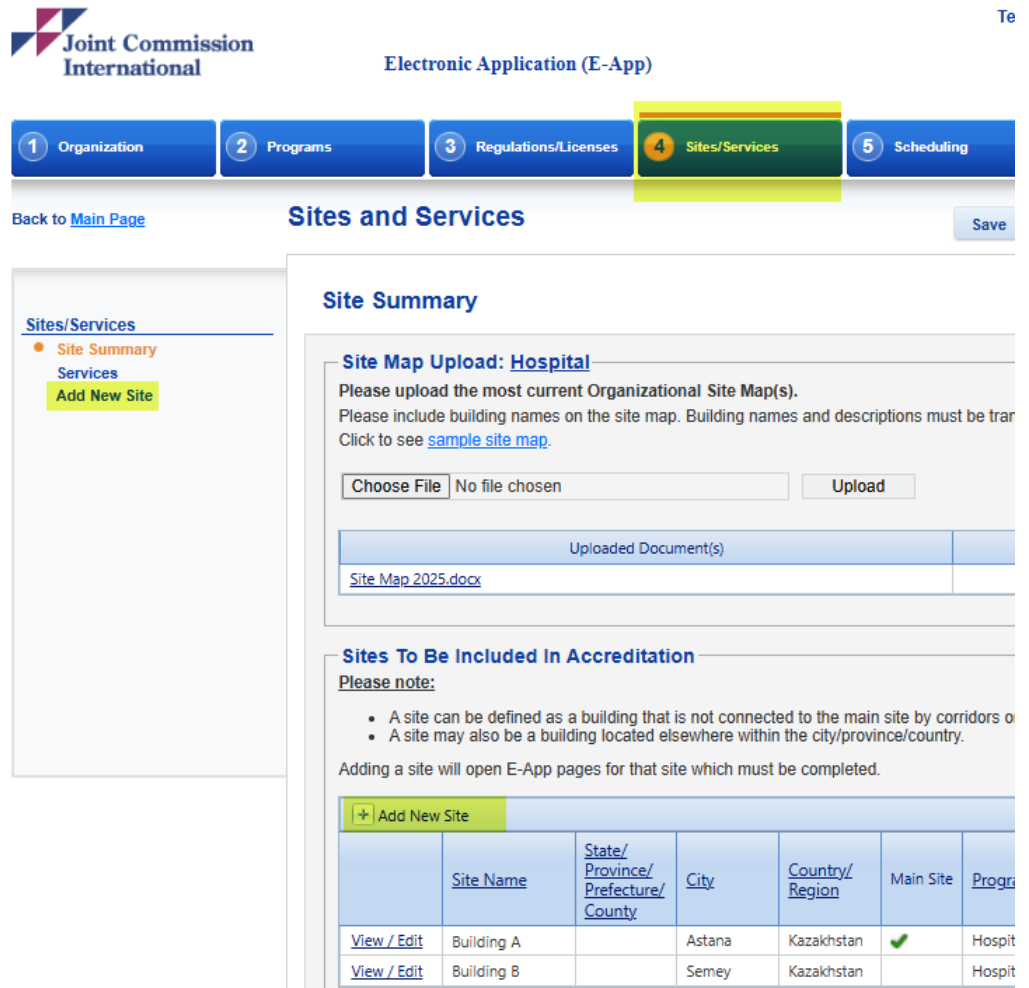
Contact Information Form

Q: How can site-specific data be modified?
A: Site specific data can be modified on 'Sites/Services' tab of the E-App by using the Edit/View or Delete button.

![Joint Commission International logo]

Q: How do you add a site in the E-App?

A: A site can be added to the E-App on the 'Sites/Services' tab.

- Click on the "Add New Site" link on the left-hand side of the screen or click the "Add"
- button located above the site listing(s).
- Add the demographic information about the new site
- Click "next" and complete all required information about the new site
- Go to the 'Submission' tab and click "update" so the updated information will flow to JCI Central Office.

Site is a location where clinical services are provided. List each location separately

Q: Do I list each building as a separate site?
A: List each separate building as a separate site (see site map). If buildings are connected, they should be listed as one site.

Q: Should sites that do not provide direct patient care be included in the E- App *(i.e., include administrative, billing services, warehouse)?*
A: Yes, the site should still be listed. You will check "no" when asked "Does your building provide inpatient services" and/or "Does your building provide outpatient services".

Additional site information is not required.
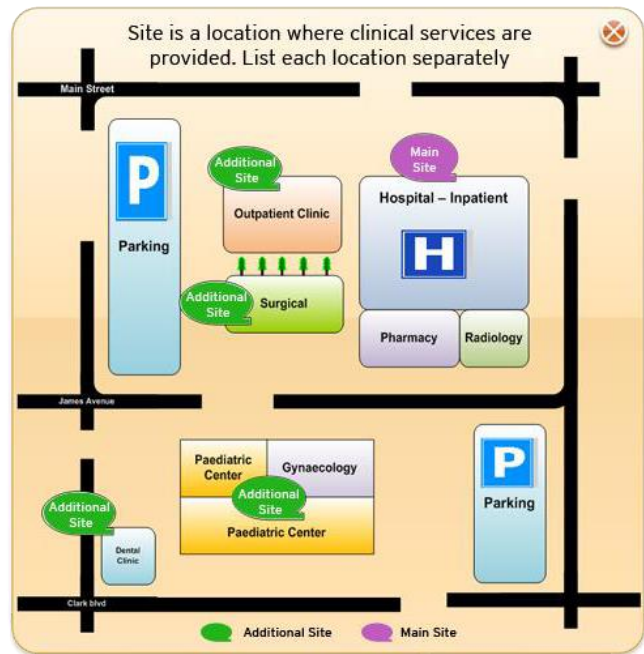
Q: How can I update or change my preferred survey weeks in the E-App once it's been submitted?
A: Once you have submitted your E-App you cannot alter the preferred weeks of survey. Please contact your Account Manager or email JCIAccreditation@jcrinc.com if you need to make changes to the requested survey dates.

Q: How do I print the E-App and can I just print specific pages?
A: Within the E-App, you can print a specific page by clicking on "print page" in the upper right-hand corner
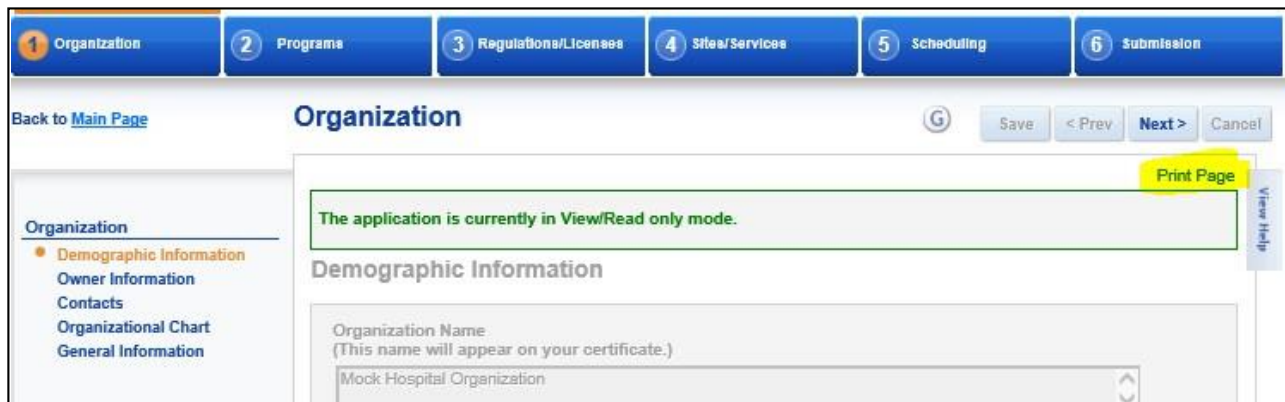
There is also a print center located on the dashboard which will allow for the printing of various reports. Click on "Print Options/ Request" on the dashboard. You can print "Current Application" as well as "Previously Submitted Applications".

Welcome to the JCI E-App

Accreditation/Certification Program(s)

Program(s)	Application Status	Application Open for Submission	Certificate expiry date
Hospital	In progress	30 September 2022	30 September 2023
CCPC – Acute Myocardial Infarction	In progress	24 May 2023	24 May 2024
CCPC – Heart Failure	In progress	26 May 2023	26 May 2024

I would like to

Update Application

Central Office only: Refresh CCPC List

Take short survey to provide feedback

I would like to Contact

Headquarters
jciaccreditation@jcrinc.com

Phone +1 630 268 4800

Fax +1 630 268 2996

Regional Contacts

View/Print E-App PDF Documents

Print Options/Request

View E-App Uploaded Documents

View Documents

Help

EApp Checklist

Frequently Asked Questions (FAQ)

Glossary

Video tour

Back to Main Page

I would like to Print	Ready to Print
Current Application	Application (Printed on 09/06/2021 08:42:28 AM)

Previously Submitted Applications

Application Approved by JCI on 05/02/2021
Application (Submitted on 05/02/2021)
Application Approved by JCI on 11/05/2020
Application Approved by JCI on 15/11/2019
Application (Submitted on 15/11/2019)
Application Approved by JCI on 04/02/2019
Application Approved by JCI on 22/01/2019

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PRIOR TO SURVEY

Q: How will International Health Care Organizations (IHCO) be notified when their triennial survey is due?

A: Organizations will receive an automatically generated email when the submission window is open. The date the application is open for submission and the certificate expiration date will also appear on the Welcome page of the E-Application. The application is open for submission 12 months prior to the expiry date.
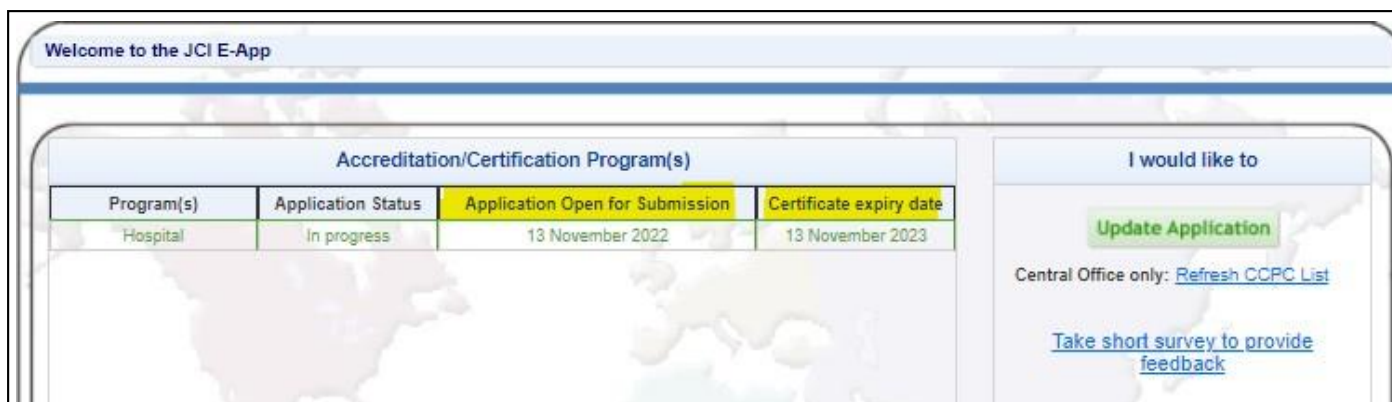
Q: How do I apply for my Triennial Survey Reaccreditation?

A: IHCOs will receive an automatically generated email when their submission window is open. All applications must be submitted through JCI Direct Connect using our Electronic Application (E-app).

- Once in JCI Direct Connect, go to "Survey" tab and click on "Update E-App".
- Then click on "Update Application"
- Complete all required information
- Go to Tab 6 (Submission) and click "submit"

To ensure adequate time for scheduling a survey to be conducted within the 45-day period before or after your expiry date, the E-app must be submitted approximately 6-12 months in advance of your preferred survey dates.

Q: How do I send the Interpreter/ Translator Information?

A: Translation and interpretation services arranged by the hospital for an accreditation survey and any related activities must be provided by licensed translation and interpretation professionals who have no relationship to the hospital. Please submit the licenses and resumes of the selected translators no later than six (6) weeks prior to the start of any JCI accreditation survey. The resumes of the translators must be in English and include a photo. They should be sent to your assigned Account Manager or JCIAccreditation@jcrinc.com. (See APR.10 for additional requirements) JCI Accreditation also requires each translator to sign a Confidentiality Agreement.

Confidentiality Agreement for Translators

Confidentiality Agreement

PROGRAM SPECIFIC

Q: What is the difference between CCPC and Telehealth Certification?
A: Unlike CCPC certification, telehealth certification does not require an organization to meet a specific patient population requirement (for example, 25 admitted patients are required for CCPC). There are no intracycle monitoring requirements. Evidence-based performance data are collected on processes rather than a specific disease process. If you would like to apply to the Telehealth Certification, please select the 'Telehealth Certification" in your E-App.

Q: What services do we need to provide to be considered a Telehealth Organization?
A: Any organization (JCI accredited or non-accredited) that provides telehealth services may apply for the Joint Commission International (JCI) certification if it provides one or more of the following:
- Synchronous and asynchronous care
- Remote patient monitoring
- Mobile health services

Q: What JCI accreditation programs are eligible for the Telehealth Certification?
A: Any of the following JCI accredited organizations meeting the criteria for telehealth may apply for Telehealth Certification:
- Ambulatory Care Accreditation
- Hospital Accreditation
- Long Term Care Accreditation
- Home Care Accreditation
- Laboratory Accreditation
- Primary Care Accreditation

These types of organizations may also apply for Telehealth Certification at the same time as their initial JCI accreditation application.

Q: Do you have to be accredited under any other program in order to be eligible for Telehealth Certification?
A: No

Q: What is the JCI ISO Laboratory 15189?
A: ISO Laboratory 15189 is a new laboratory accreditation program that evaluates the organization against ISO 15189 requirements during the JCI survey process. Prior to this new accreditation program, JCI's laboratory accreditation (currently under the Laboratory Standards, 4th Edition) is based on standards developed by JCI and subject matter experts, incorporating evidence and scientific-based practices in laboratory medicine. This new Laboratory ISO 15189 accreditation offers a unique and comprehensive survey process that would evaluate the laboratory against ISO 15189, using JCI's survey methodology approach.

Q: Can you be accredited by the Laboratory Program AND the ISO Laboratory 15189 program?
A: No. Organizations seeking JCI Laboratory accreditation must select to be evaluated through the JCI laboratory accreditation standards (currently under the Laboratory Standards, 4th Edition) or the JCI ISO Laboratory 15189 standards. This would prevent unnecessary duplication of survey evaluation based on the need, preference, and local regulation of each laboratory.

Q: How do I know if I should be applying for a Primary Care survey as opposed to an Ambulatory Care survey?
A: Primary Care Centers are distinguished by the level of integration into the greater health community and involvement in improving the health of the immediate community served. Primary care centers strive for accessibility, comprehensiveness, coordination, continuity, and accountability on both an individual patient level and a community level. Primary care centers are also distinguished by their emphasis on health promotion and disease prevention. Ambulatory Care standards address many different types of outpatient clinic including Free-standing medical, dental, surgical facilities, dialysis facilities, diagnostic radiology centers, outpatient chronic care management facilities, and acute care centers.
Please visit our website to review the eligibility criteria and learn more about the Primary Care and Ambulatory Care programs by following this link:
http://www.jointcommissioninternational.org/achieve/primary-care-centers/
http://www.jointcommissioninternational.org/achieve/ambulatory-care/

Q: How many patients does a Home Care organization need to be eligible for JCI accreditation?
A: Organizations seeking home care accreditation must have a minimum of 10 patients served and 5 patients active at the time of survey.

Q: Is my organization eligible to survey as a Network?

A: The JCIA Hospital and AMC Hospital Accreditation programs are not applicable for the network accreditation.

An organization may apply as a Network when the following eligibility criteria are met:

Type/ Number of Sites: The applicant organization must contain at least two (2) sites.
• The two (2) or more sites provide the same or similar services under the same accreditation program.
• The two (2) or more sites are located within the same country.

 Integration of the Sites
• The governance structure is the same for all sites.
• The organization is responsible for all the following at each site:
  ➢ Oversight of quality of care and approval of performance improvement efforts throughout the organization, including the receipt of information from each site.
  ➢ Oversight and approval of strategic goals and performance expectations.
  ➢ Development and approval of policies and monitoring the execution of the policies.

- Oversight and approval of each site's budget. (By virtue of approving each site's budget, in essence also approving each site's staffing plan.)
- Appointment of an individual to manage the day-to-day operations, and periodic review of the performance of that individual.
- Oversight of credentialing and privileging of licensed independent practitioners, if relevant. (Depending on the type of care/service provided by the organization, this responsibility may not be applicable in all settings or can be shared with the individual sites.)
- Accountability for any required survey report follow-up, completion of the Strategic Improvement Plan (SIP) and for the maintenance of compliance between surveys.

Each accredited network receives one accreditation decision and one accreditation certificate under the name of the Network. Any circumstance that places an organization under the "Preliminary Denial of Accreditation status even when that circumstance is present at only one site, places the entire network at risk of Denial of Accreditation

Q: Do you have to be JCI accredited in order to be eligible for Healthcare Sustainability Certification?
A: No

Q: What are the eligibility criteria for Healthcare Sustainability Certification?
A:
- Be located outside of the United States and its territories.
- Hold a facility license or registration to conduct its scope of services, if required by law.
- Operate as a healthcare provider in the country and be licensed to provide care and treatment, if necessary.
- Complete GSC's Sustainability Accelerator Tool (SAT) maturity assessment and submit data for required core indicators.
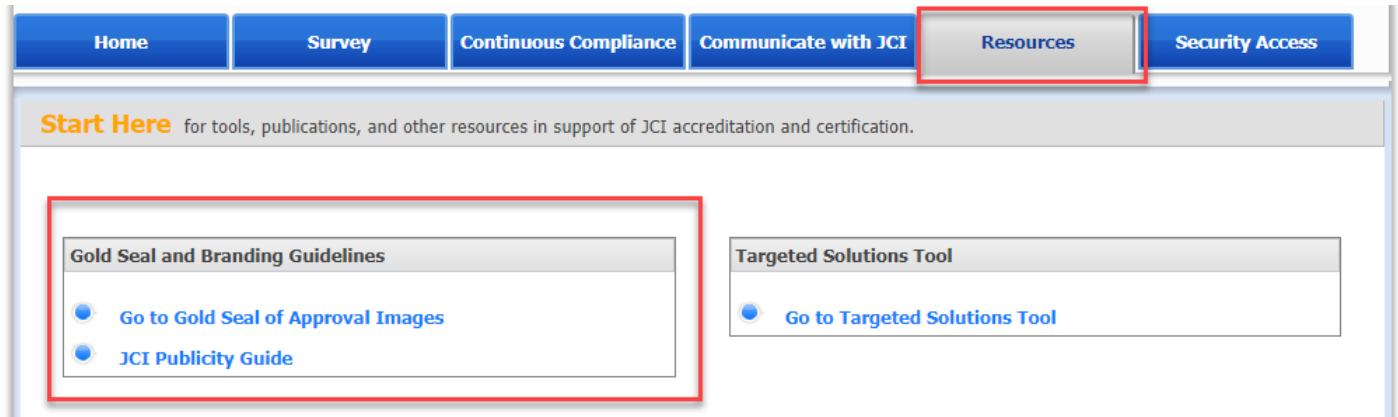- Use information from the SAT to analyze and improve processes

Q: Will I receive a Certificate upon successful completion of the Healthcare Sustainability Certification?
A: Yes

AFTER THE SURVEY

Q: Where can I find the Gold Seal or information on how to publicize my accreditation?
A: Once an organization has successfully completed an accreditation survey, the JCI Gold Seal of Approval and JCI Accreditation Publicity Guide can be found on JCI Direct Connect under the "Resources" tab. The Publicity Guide includes the information you need to correctly display the JCI Gold Seal, suggestions about how to announce and promote your JCI Accreditation, and answers to frequently asked questions.

BETWEEN SURVEYS

Q: How do I report changes between surveys?
A: Per the Accreditation Participation Requirements for all programs, accredited and certified organizations must report within 30 days any changes in the IHCO's profile or information provided to JCI via the E-App before and between surveys.

The IHCO must submit a detailed list of the change(s) to your assigned Account Manager or JCIAccreditation@jcrinc.com. Log into the E-App and update to include any new sites, services, changes to volume, etc. to your profile. Make sure to click "Update" on Tab 6 so all changes are sent to JCI.

We consider the E-App to be a "profile" of your organization. Since the E-app/JCI Direct Connect is now our new contact information database, we request that you update contact information immediately.

In addition, we recommend that you update the information located under all the tabs in the E-app as changes occur. After updating your E-App, go to Tab 6 and click "Update" so the information is sent to JCI. You may log into the E-App and make updates at any time throughout the accreditation cycle.

Q: Where can I submit a Standards Interpretation Question?
A: In an effort to provide consistent responses to questions about clarifications of JCI standards, we are requesting that all standards inquiries be directed through the Standards Interpretation webpage.

On this page you can also access the Standards Interpretation FAQs to review answers to frequently asked questions about JCI standards. Inquiries submitted through the Standards Interpretation site are used to identify recurrent themes, which helps JCI target key areas for improvement when revising standards and provides us with valuable information for future programs.

Q: Where do I submit the CCPC Intracycle Monitoring (CICM) Application?
A: You can submit your CCPC Intracycle Monitoring submission through JCI Direct Connect. Click on the 'Certification' tab on the 'Home' page, then click on the 'Survey Tab', scroll down to 'After the Survey' section, and click on 'Certification Intracycle Monitoring'.
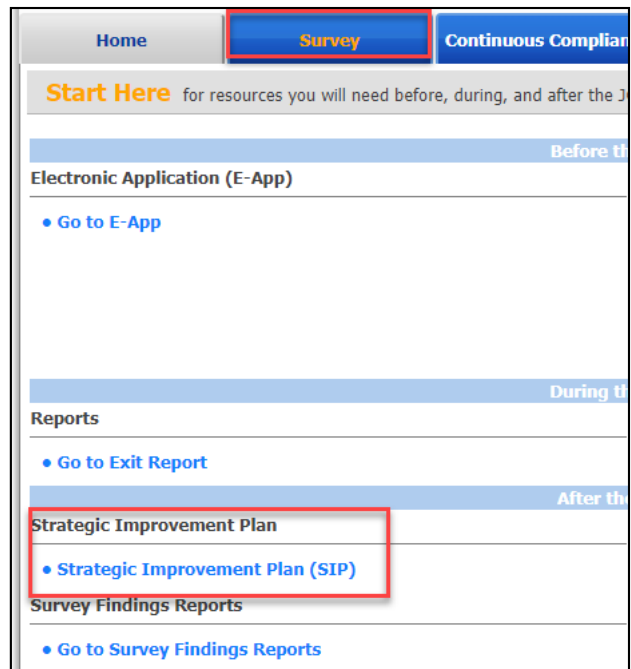
CCPC Intracycle Monitoring (CICM) User Guide

CICM User Guide

Q: How do I submit my SIP?
A: In JCI Direct Connect, go to "Survey" tab and click on "Strategic Improvement Plan (SIP)".

- Log into the SIP application, select the Standard/ME to begin entering your documentation
- Fill in the fields on each tab of the SIP/ Detail form. If any field is not relevant enter N/A for that field. NOTE: You will not be able to submit your Strategic Improvement Plan (SIP) information if "Copy/Cut and Paste" is used.
- Although other contacts may have access to enter the information in the SIP application, only the **Survey Coordinator** is allowed to **submit** the SIP.
- After the Survey Coordinator clicks the "Submit" button, they will see a message confirming the SIP has been successfully submitted
- Review the **SIP User Guide** for additional instructions

SIP User Guide