


**Effective 1 July 2015**

A large, glowing purple and white graphic of a globe with intersecting lines and starburst effects, serving as a background for the title text.

**Joint  
Commission  
International  
Survey  
Process  
Guide for  
Medical  
Transport  
Organizations**

**English**

**2nd Edition**

# Joint Commission International

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# Contents

<i>Contact Joint Commission International</i> .....	v
<i>Introduction</i> .....	1
<b>Joint Commission International Surveys: General Information</b> .....	<b>3</b>
Which Transport Organizations Are Eligible for a JCI Accreditation Survey? .....	5
How to Request a JCI Accreditation Survey .....	7
Survey Scheduling, Postponements, and Cancellations .....	9
The Standards Manual .....	11
Scoring Guidelines .....	15
Accreditation Decision Rules (Effective 1 July 2015) .....	19
Accreditation Preparation .....	21
The On-Site Survey .....	27
Sample Survey Agenda .....	28
Tracer Methodology .....	33
The Accreditation Decision .....	37
<b>Survey Agenda: Detailed Descriptions</b> .....	<b>39</b>
Opening Conference and Agenda Review .....	41
Orientation to the Transport Organization's Services .....	43
Document Review .....	45
Daily Briefing .....	49
Leadership for Quality and Patient Safety Interview.....	51
Quality Program Interview .....	53
Ethical Framework and Culture of Safety Interview .....	57
Facility and Vehicle Management Tour.....	59
Ride-Along Activity.....	63
Individual Patient Tracer Activity .....	65

Dispatch Center Tracer .....	67
System Tracer: Facility Management and Safety System .....	69
System Tracer: Medication Management .....	73
System Tracer: Infection Control .....	75
Undetermined Survey Activities .....	77
Staff Education Qualifications Session .....	79
Staff Qualifications Worksheet .....	81
Closed Patient Medical Record Review .....	83
Surveyor Team Meetings .....	93
Surveyor Report Preparation .....	95
Leadership Exit Conference .....	97
<b>Survey Planning Tools .....</b>	<b>99</b>
External Auditing Body Recommendation Worksheet.....	101
Required Transport Organization Programs .....	103
Required Written Policies (Including Those Required in English) .....	105
Standards That Reference Laws and Regulations .....	113
<i>Index</i> .....	117

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### Questions About Accreditation

- For general inquiries regarding accreditation services, to schedule an accreditation survey or ask about the application process please email Joint Commission International Accreditation at [jciaccreditation@jcrinc.com](mailto:jciaccreditation@jcrinc.com).
- To submit a question about International Standards visit our web page, <http://www.jointcommissioninternational.org/interpretation-question/>.
- To comment about quality or safety at an accredited organization visit our web page, <http://www.jointcommissioninternational.org/reporting-quality-and-safety-issues/>.
- For general inquiries regarding advisory and educational services, please email JCI Consulting at [jciconsulting@jcrinc.com](mailto:jciconsulting@jcrinc.com).



## Introduction

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The *Joint Commission International Survey Process Guide for Medical Transport Organizations*, 2nd Edition is designed to help transport organizations learn about and be better prepared for the Joint Commission International (JCI) survey process. This guide provides transport organizations with important information about JCI, the standards manual, eligibility for accreditation, how to request accreditation, survey preparation, the on-site survey, and the accreditation decision.

Transport organizations should not hesitate to contact any of the JCI Accreditation Offices by telephone or e-mail using the contact directory (on page v) with questions.

### ***Notes on This Publication***

This publication contains the following enhancements for the reader and user:

- Any time a page number is listed in the text (including the Table of Contents on page iii), clicking on that page number will take the user directly to that page in the publication for easy reference.
- Web addresses and email addresses are also hyperlinked. To go to a web page or send an email to a listed address, click on the hyperlinked text.
- Where examples meant to better illustrate a requirement or other concept are included, they are preceded by the words **for example** in bold text.





# Joint Commission International Surveys: General Information





## Which Transport Organizations Are Eligible for a JCI Accreditation Survey?

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Any medical transport organization may apply for Joint Commission International (JCI) accreditation if it meets the following criteria:

- The medical transport organization is located outside of the United States and its territories.
- The medical transport organization is currently in operation as a transport organization and is licensed to operate by the appropriate authorities (if required) and is in compliance with relevant laws and regulations.
- The medical transport organization assumes, or is willing to assume, responsibility for improving the quality of its care or services.
- The medical transport organization provides services addressed by the 2nd edition standards.
- The medical transport organization agrees to meet the conditions described in the Accreditation Participation Requirements.
- The medical transport organization provides transportation to
  - emergency or other at-risk individuals with needs for medical rescue and/or monitoring, support, and potential medical intervention during transportation; and/or to
  - nonemergency or other individuals who are not at risk who require transportation from one care setting to another or between care settings and noncare settings such as the individual's residence.
- The medical transport organization is a public or private entity, and it provides services under contract with a health care organization or public agency, on a fee-for-service basis, or a mixture of arrangements for obtaining and paying for the transport services.

### ***Full Operation***

The medical transport organization must be in full operation at least four months or more prior to submission of its electronic application (E-App). *Full operation* means the organization accurately identifies the following in its E-App:

- All services currently provided for individuals in the medical transport organization's catchment area. (Those services that are planned and thus not identified in the E-App and begin operations at a later time will require a separate extension survey to evaluate those services.)
- Utilization statistics for services showing consistent activity levels and types of services provided for at least four months or more prior to submission of the E-App.
- All clinical and nonclinical services, which would include active patient transports, and all transport vehicles, garages, storage areas, and other buildings and facilities identified in the E-App are available for a comprehensive evaluation against all relevant JCI standards for transport organizations consistent with JCI's normal survey process for the size and type of organization, such as
  - patient tracer activities, including individual patient and systems tracers;
  - open and closed medical record review;
  - direct observation of patient care processes;
  - interviews of patients/families; and
  - interviews with staff/trainees.

**Note:** Contact JCI Accreditation prior to submitting an E-App to discuss the eligibility criteria and validate whether the medical transport organization meets the above criteria for *full operation*. JCI may request documentation of the organization's utilization statistics prior to accepting the E-App or conducting the on-site survey. In addition, JCI will not begin an on-site survey, may discontinue an on-site survey, or may cancel a scheduled survey when it determines the organization is not in full operation.