

Joint Commission International
Survey Process Guide for

Healthcare Sustainability Certification

The Joint Commission Mission

The Joint Commission's mission is to enable and affirm the highest standards of healthcare quality and safety for all.

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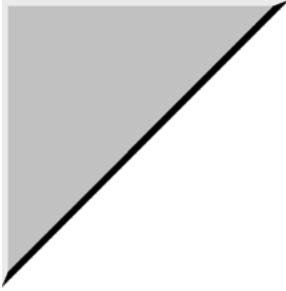
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- For general inquiries regarding certification services, to schedule a certification review, or to ask about the certification process, please e-mail Joint Commission International Accreditation at jciaccreditation@jcrinc.com.
- To submit a question about Joint Commission International standards, visit our webpage, <https://www.jointcommissioninternational.org/standards/submit-a-jci-standards-interpretation-question/>.
- To comment about quality or safety at an accredited or certified organization, visit our webpage, <https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>.
- For general inquiries regarding advisory services, please e-mail JCI Consulting at jciconsulting@jcrinc.com.
- For inquiries about the Geneva Sustainability Centre's Sustainability Accelerator Tool (SAT), including the maturity assessment and core indicators, please e-mail sat@ihf-fih.org.

**Joint Commission
International Surveys:
General Information**

Joint Commission International Survey Process Introduction

The *Joint Commission International Survey Process Guide for Healthcare Sustainability Certification* is designed to help organizations learn about and be better prepared for the Joint Commission International (JCI) survey. This guide provides organizations with important information about JCI, *Standards for Healthcare Sustainability Certification*, survey preparation, and the survey itself.

It is important that you carefully read this survey process guide and follow the instructions, then access the recommended resources so that your organization is prepared for participating in the certification survey process.

This survey process guide describes each activity of a JCI certification survey. Organizations should become familiar with the survey activities.

Organization leaders should not hesitate to contact any of the JCI offices by telephone or e-mail using the contact directory (on page iv) for any other information.