

Joint Commission International
Accreditation Standards for
Long-Term Care



Joint Commission International Mission

The mission of Joint Commission International (JCI) is to improve the safety and quality of care in the international community through the provision of education, publications, consultation, and evaluation and accreditation services.

© 2023 The Joint Commission, on behalf of Joint Commission International

Published by Joint Commission Resources
Oakbrook Terrace, Illinois 60181 USA
<https://www.jcrinc.com>

Joint Commission Resources educational programs and publications support, but are separate from, the accreditation activities of Joint Commission International. Attendees at Joint Commission Resources educational programs and purchasers of Joint Commission Resources publications receive no special consideration or treatment in, or confidential information about, the accreditation and certification processes.

All rights reserved. No part of this publication may be reproduced in any form or by any means without written permission from the publisher. Requests for permission to make copies of any part of this work should be sent to permissions@jcrinc.com.

ISBN: 978-1-63585-336-0

For more information about Joint Commission International, please visit
<https://www.jointcommissioninternational.org>.

Development Team for the Second Edition

Director, Standards Development and Interpretation:

Ron Quicho, MS, MBA

Associate Director, Production:

Johanna Harris

Subject Matter Experts:

Dafna Berger, RN, PGDHM, MBA
Surveyor, Joint Commission International
Brazil

Carla Cassidy
Surveyor, Joint Commission International
USA

Luis Collado, MBA, MS, CSP, CHFM, HEM, CHSP
Life Safety Surveyor, The Joint Commission
USA

Diane M. Cullen, MSN, MBA, RN, CIC
Field Representative, The Joint Commission
USA

Matthew Grissinger, RPh, FISMP, FASCP
Director, Education
Institute for Safe Medication Practices
USA

Debbie Holzer, RN, MSN, CRRN
Project Director, Department of Standards and
Survey Process, The Joint Commission
USA

Executive Director, Global Publishing:

Catherine Chopp Hinckley, MA, PhD

Associate Director, Editorial, Accreditation Content:

Mary Beth Curran

Kevin K. Jones, MBA-HCM
Field Representative, The Joint Commission
USA

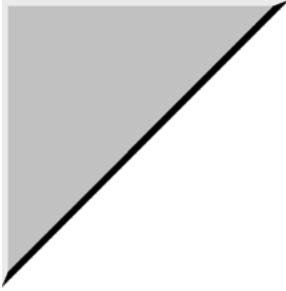
Manish Kohli, MD, MPH, MBA, FHIMSS FAAFP
Chief Executive Officer, Beyond Horizon Health
Senior Advisor, Albright Stonebridge Group
USA

Michelle Mandrack, MSN, RN
Director of Consulting Services,
Institute for Safe Medication Practices, USA

Cheryl D. McKoy
Field Representative, The Joint Commission
USA

Paula Vallejo
Surveyor, Joint Commission International
Spain

Linda Wilkerson, RN, MEd, BC
Field Representative, The Joint Commission
USA



Contents

Summary of Changes to the Manual	1
Introduction	27
The Value of JCI Accreditation.....	27
Standards Development Process	28
How This Manual Is Organized.....	29
Applying the Standards in Your Organization.....	30
Using the Standards Manual	31
General Eligibility Requirements for Survey	31
Section I: Accreditation Participation Requirements	33
Accreditation Participation Requirements (APR).....	34
Section II: Resident-Centered Care Standards	43
International Patient Safety Goals (IPSG)	44
Access to Care and Continuity of Care (ACC)	53
Resident-Centered Care (RCC).....	66
Assessment of Residents (AOR).....	81
Care of Residents (COR)	92
Medication Management and Use (MMU)	108
Section III: Health Care Organization Management Standards	125
Quality Improvement and Resident Safety (QRS).....	126
Prevention and Control of Infections (PCI)	135
Governance, Leadership, and Direction (GLD).....	156
Facility Management and Safety (FMS).....	181
Staff Qualifications and Education (SQE)	206
Management of Information (MOI)	233
Summary of Key Accreditation Policies	252
Glossary	262