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Joint Commission Announces Action Plan to Revise Accreditation Process

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In response to concerns raised by the American Hospital Association, the Board of Commissioners of the Joint Commission on Accreditation of Healthcare Organizations approved an action plan. In doing so, the Joint Commission affirmed its commitment to high quality patient care and emphasized the Joint Commission's intent to improve and strengthen its accreditation service to support that objective.

The plan identifies specific improvement initiatives and an ambitious timetable for completion. Some of the improvements include responsiveness to telephone calls and correspondence; a price freeze on fees charged for regular full surveys; a substantial reduction in the number of focus surveys; mechanisms to identify variations in surveyor performance; revision of the survey process to include daily meetings to replace the exit conference; simplification of standards to focus on issues related to quality of patient care; and a review of educational programs and publications for quality and internal consistency. Finally, the Joint Commission promised to reconfigure the Indicator Measurement System to incorporate measures and measurement systems developed by other entities, with the long-term objective of offering a varied menu of relevant measures to all types of organizations as part of the accreditation process.

FROM: Statement by the Joint Commission of Accreditation of Healthcare Organizations; January 23, 1995.

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