



**Accreditation Participation Requirements
Policy and Procedure Manual**

Revised: 09/10/2024

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.01.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: TIMELY SUBMISSION OF INFORMATION

PURPOSE

To ensure Jones Wellness Center adheres to the requirements for initial compliance and sustainability of Joint Commission Accreditation.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to submit all required information to the Joint Commission on Accreditation.

PROCEDURE

1. It is the responsibility of the Founder to ensure all required information is submitted to the Joint Commission.
2. The Founder has designated the Compliance Officer as Jones Wellness Center representation to the Joint Commission.
3. It is the responsibility of the Compliance Officer to ensure all required information is submitted to attain and sustain Jones Wellness Center's accreditation.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.01.02.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: ACCURACY OF INFORMATION

PURPOSE

The Joint Commission requires each organization seeking accreditation to engage in the accreditation process in good faith. Sound business practices require transparency in all reporting procedures to ensure the safety of the public and the people who work in the organization. Any organization that fails to participate in good faith by falsifying information or by failing to exercise due care and diligence to ensure the accuracy of such information may have its accreditation denied or removed by The Joint Commission.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to be transparent in all agency reporting procedures and to provide accurate information throughout the accreditation process.

PROCEDURE

1. It is the responsibility of the Founder to ensure all required information submitted to the Joint Commission is accurate.
 - a. Information may be received in any of the following ways:
 - i. Provided verbally
 - ii. Obtained through direct observation by, or in an interview or any other type of communication with, a Joint Commission employee
 - iii. Derived from documents supplied by the organization to The Joint Commission
 - iv. Submitted electronically by the organization to The Joint Commission
2. The Founder has designated the Compliance Officer as Jones Wellness Center representation to the Joint Commission.
3. It is the responsibility of the Compliance Officer to ensure all required information submitted to attain and sustain Jones Wellness Center's accreditation is comprehensive and accurate.
4. Accuracy of information is verified through ongoing quality assurance activities.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.01.03.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: CHANGES IN INFORMATION

PURPOSE

When the organization changes ownership, control, location, capacity, or services offered, it may be necessary for The Joint Commission to survey the organization again. If the organization does not provide written notification to The Joint Commission within 30 days of these changes, the organization could lose its accreditation.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to notify The Joint Commission in writing within 30 days of a change in ownership, control, location, capacity, or services offered.

PROCEDURE

1. It is the responsibility of the Founder to ensure The Joint Commission is notified 30 days in advance of change in ownership, control, location, capacity, or services offered.
2. The Founder has designated the Compliance Officer as Jones Wellness Center representation to the Joint Commission.
3. It is the responsibility of the Compliance Officer to ensure The Joint Commission is notified 30 days in advance of change in ownership, control, location, capacity, or services offered.
4. A copy of all correspondence to The Joint Commission is maintained in a binder in the Founder's Office via computer drive.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.02.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: PERFORMANCE OF SURVEY

PURPOSE

The Joint Commission requires each organization seeking accreditation to engage in the accreditation process inclusive of an on-site survey.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to permit the performance of a survey at The Joint Commission's discretion.

PROCEDURE

1. Upon notification by The Joint Commission of an on-site review, it is the responsibility of the Founder or designee to convene a staff meeting comprised of all department managers;
2. Department Managers are responsible to ensure all staff is notified of the dates for the review and to answer any staff questions or concerns.
3. Scheduled time off for staff during the audit period is kept to a minimum.
4. It is the responsibility of the Compliance representative to accumulate all Performance Improvement documents for easy access by The Joint Commission review team.
5. Jones Wellness Center will make Department Managers available to provide information to The Joint Commission review team as needed, and when available.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.05.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: SUBMISSION OF EXTERNAL EVALUATIONS

PURPOSE

To ensure regulatory and accrediting bodies have access to all external evaluations of Jones Wellness Center's performance and operation.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to ensure all external evaluations of Jones Wellness Center's performance are available for all regulatory and accrediting bodies to review.

PROCEDURE

1. The Founder maintains electronically, a folder containing a list of all the external audits.
2. External audits include but are not limited to:
 - a. State Licensing Authority
 - b. Accreditation Reports
 - c. County Business Tax Receipts
 - d. Fire Department Inspections
 - e. Health Department Inspections
3. The electronic file folder is maintained in the cloud, and available to the Founder/QA Designee and all administrative staff deemed appropriate by the Founder.
4. Administrative staff, under the direction of the Founder, are to add each external evaluation to the tracking log as they are received and file the evaluation in the specified section of the binder.
5. The Performance Improvement Committee is responsible for formulating a Corrective Action Response/Performance Improvement Plan to address any deficiencies and/or concerns.
6. The above-mentioned is available for review by all stakeholders.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.06.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: CONSULTING SERVICES

PURPOSE

To avoid a conflict of interest for Joint Commission surveyors.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center not to use employees of The Joint Commission to provide any accreditation-related consulting services.

PROCEDURE

1. It is the responsibility of the Compliance Officer to ensure all consultants utilized by Jones Wellness Center are not officially affiliated with the Joint Commission.
2. The consultant should have 3 plus years working on Joint Commission Accreditation compliance.
3. It is the responsibility of the Founder to complete a background check of each employee and each consultant.
4. The background screening is to include past and present employment.
5. Individuals who have confirmed employment with the Joint Commission are not eligible for hire as a full-time employee or consultant.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.07.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: SURVEY OBSERVATIONS

PURPOSE

To ensure the fidelity of the on-site survey.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to accept the presence of Joint Commission surveyor management staff or Board of Commissioners members in the role of observer of an on-site survey.

PROCEDURE

1. The Founder will ensure all staff are aware of an “observer” for the Joint Commission Survey.
2. The observer will not participate in the on-site survey process, including the scoring of standards compliance.
3. Jones Wellness Center will not incur any additional survey fees because an observer is present.
4. As with all visitors to Jones Wellness Center, the individual(s) will be required to sign and acknowledge the limits of confidentiality.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.08.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: ACCURATE REPRESENTATION OF ACCREDITATION STATUS

PURPOSE

To ensure the organization does not engage in any false or misleading advertising regarding the accreditation award.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to accurately represent its accreditation status and the programs and services to which Joint Commission accreditation applies.

PROCEDURE

1. It is the responsibility of the Founder to ensure Jones Wellness Center's marketing material accurately represents Jones Wellness Center's accreditation status.
2. Jones Wellness Center's Accreditation Report is to be linked to Jones Wellness Center's web page, posted on the bulletin board and made available to stakeholders upon request.
3. A copy of the Accreditation Certificate is to be posted in the facilities to which you apply.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.09.01.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: NOTIFYING THE PUBLIC ABOUT REPORTING SAFETY AND QUALITY CONCERNS

PURPOSE

To ensure the highest quality of service provision.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to ensure the public is aware of how to contact the organization's management and The Joint Commission to report concerns about safety of the individuals served and quality of care.

PROCEDURE

1. Jones Wellness Center posts the contact information of Jones Wellness Center's administrative offices and Joint Commission on Jones Wellness Center's website and bulletin boards.
2. The contact information of Jones Wellness Center's administrative offices and Joint Commission are listed in the employee and client handbook.
 - a. Agency Administration:
 - b. Joint Commission:
 - i. Online: [Submit a new patient safety event or concern](#)
 - ii. Online: [Submit an update to your incident](#) (You must have your incident number)
 - iii. [Mail: Office of Quality and Patient Safety](#)
 The Joint Commission
 One Renaissance Boulevard
 Oakbrook Terrace, Illinois 60181
 1. [How to report a patient safety concern by mail](#)
3. Jones Wellness Center will attempt to elicit more client and staff engagement by participating in an ongoing "SpeakUp Campaign". The campaign will provide materials and messages to clients and staff in the following methods:
 - a. Client Admission packets, handbooks and other client education materials
 - b. Waiting rooms, offices and patient common areas
 - c. Organization websites, extranets and intranets
 - d. Online education and safety programs
 - e. Online Good Catch programs and grievance reporting
 - f. Patient Satisfaction Surveys

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR. 09.02.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: REPORT OF CONCERN WITHOUT RETALIATION

PURPOSE

To ensure the highest quality of service provision.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to ensure any person who provides care, treatment, or service can report concerns about safety or the quality of care to The Joint Commission without retaliatory action from the organization.

PROCEDURE

1. During New Staff Orientation, the organization educates its staff and other persons who provide care, treatment, or services that concerns about the safety or quality of care provided in the organization may be reported to The Joint Commission.
2. Additionally, the organization informs its staff that it will take no disciplinary or punitive action because an employee or other person who provides care, treatment, or services reports safety or quality-of-care concerns to The Joint Commission.
 - a. The organization takes no disciplinary or punitive action against employees or other persons who provide care, treatment, or services when they report safety or quality-of-care concerns to The Joint Commission.
 - b. This notice is contained in the Employee Handbook.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR. 09.03.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: QUALITY REPORT TO THE PUBLIC

PURPOSE

To ensure the highest quality of service provision.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to ensure the organization is truthful and accurate when describing information in its Quality Report to the public.

PROCEDURE

1. The Founder and QA designee are responsible to ensure Quality Reports are accurate and stem from data collected throughout Jones Wellness Center.
2. See the Performance Improvement Plan for further details.

TITLE: ACCREDITATION PARTICIPANT REQUIREMENTS	REFERENCE: APR.09.04.01
REVIEW AND APPROVAL: 09/10/2024	SUBJECT: NO RISK OF IMMEDIATE THREAT TO HEALTH AND SAFETY

PURPOSE

To ensure the highest quality of service provision.

RESPONSIBILITY

It is the responsibility of the Founder or designee to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to all staff under their direction.

POLICY

It is the policy of Jones Wellness Center to ensure the care, treatment, services and environment provided by Jones Wellness Center pose no risk of an “Immediate Threat to Health or Safety”.

PROCEDURE

1. JONES WELLNESS CENTER has established protocols in accordance with the Joint Commission Accreditation in the areas of:
 - a. Emergency Management
 - b. Environment of Care
 - c. Infection Control
 - d. Life Safety
 - e. National Patient Safety Goals
 - f. Medication Management
2. The provision of services in accordance with the Joint Commission’s standards are recorded, analyzed and included in Jones Wellness Center’s Performance Improvement Activities.
3. Any perceived Immediate Threat to Health and Safety are to be reported instantly to management.