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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.
- For general inquiries regarding advisory and educational services, please email JCI Consulting at jciconsulting@jcrinc.com.
Introduction

The Joint Commission International Accreditation Hospital Survey Process Guide, Fifth Edition is designed to help hospitals learn about and be better prepared for the Joint Commission International (JCI) survey process. This guide provides hospitals and academic medical center hospitals with important information about JCI, the hospital standards manual, eligibility for accreditation, how to request accreditation, survey preparation, the on-site survey, and the accreditation decision.

Hospitals should not hesitate to contact any of the JCI Accreditation Offices by telephone or e-mail using the contact directory (on page vii) for any other information.

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.