







Setting quality standards

Joint Commission standards are the basis of an objective evaluation process that can help health care organizations measure, assess and improve performance. The standards focus on important patient, individual, or resident care and organization functions that are essential to providing safe, high-quality care. Joint Commission standards are developed with input from health care professionals, providers, subject matter experts, consumers and government agencies. The standards are informed by scientific literature and expert consensus. New standards are added only if they relate to patient safety or quality of care, have a positive impact on health outcomes, meet or surpass law and regulation, and can be accurately and readily measured.

Evaluating organization performance

The Joint Commission on-site survey process is data-driven, focused on patient safety and quality, and evaluates actual care processes and technology. The objectives of the survey are to evaluate the organization using standards and elements of performance and to provide education and “good practice” guidance that will help staff collectively

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Providing information to consumers

The Joint Commission has a long-standing commitment to providing meaningful information about the comparative performance of accredited organizations to the public. The Quality Check® website, www.qualitycheck.org, launched in 1996, fulfills this commitment. Quality Check includes Quality Reports on Joint Commission-accredited organizations and -certified programs.

Providing supportive services

Joint Commission Resources (JCR) is a global, knowledge-based organization that provides innovative solutions designed to help health care organizations improve patient safety and quality. An affiliate of The Joint Commission, JCR provides expertise on the many issues organizations face in a challenging health care environment through a variety of products and services, including: education programs; publications and online software; its Continuous Service Readiness program; comprehensive health care consulting and custom education; and accreditation and consulting for organizations abroad. JCR is dedicated to helping health care organizations worldwide improve the quality of care.

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