



The Joint Commission resumed on-site surveys and reviews in June, with additional safety protocols to protect our customers, their patients, and our surveyors.

The Joint Commission is committed to working closely with health care organizations, with safety being the first and foremost priority. Additionally, we continue to review a variety of factors and criteria for determining which organizations are safe to survey.

Our survey process will look somewhat different, as we will need to employ physical distancing practices to ensure the safety of all parties. This will include:

- Limiting the numbers of individuals in group sessions. The use of audio or video conference calls can be incorporated by the organization to safely expand the number of attendees.
- Minimizing the number of people who accompany the surveyor on tracer activities.
- Using masks and or other personal protective equipment (PPE), as required.
- Maximizing the use of technology to eliminate the need for a number of people to sit directly next to an individual for an extended time. For example, conducting electronic medical record reviews using screen-sharing or displaying/projecting the record. Other examples include simulating an activity if we are unable to enter a high-risk space, and interviewing patients or staff by phone.
- Driving in separate cars to off-site locations or home visits.

The implementation of an organization's Emergency Operations Plan will not be the focus of survey activity considering The Centers for Medicare and Medicaid Services (CMS) waivers and other extensions. We will work to understand how your organization has adapted to the pandemic and review your current practices to ensure you are providing safe care.

The Joint Commission has been compiling resources to provide health care staff with the most pertinent information to best meet their needs as they battle the COVID-19 pandemic. These resources are available on our [website](#).

Questions regarding on-site survey activity may be directed to your organization's assigned Account Executive. For non-laboratory programs, Account Executives have been contacting organizations due for survey, in order to assess the impact of the pandemic on their community, as well as their operations.