

# Promoting Health Equity: Focusing on Health Equity Issues During the Joint Commission Survey

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## Joint Commission Accreditation Standards

- Help organizations measure, assess and improve performance
- Focus on patient and organization functions essential to providing safe, high quality care

## On-Site Survey

- Evaluates actual care processes
- Opportunity for education
- Unannounced survey (between 18 and 36 months after previous full survey)

## Standards Related to Language Access Include:

- Right to effective communication
- Provision of language services
- Informed consent
- Patient participation in care
- Collect preferred language data
- Qualifications for language interpreters/translators
- Contracted services provided safely/effectively
- Patient education meets patient needs
- Access to a support individual
- Ensure care free from discrimination

## Survey Analysis for Evaluating Risk (SAFER™)

- Transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys
- Indicates severity of findings to help organizations prioritize and focus corrective actions
- Provides one, comprehensive visual representation of all Requirements for Improvement (RFIs) plotted on the SAFER matrix™
- Implemented January 2017