



Joint Commission

Comprehensive

● Accreditation

Manual for Hospitals

The Official Handbook

2006

camh

Standards
Rationales
Elements of Performance
Scoring

Joint Commission Mission

The mission of the Joint Commission on Accreditation of Healthcare Organizations is to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.

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permissions@jcrinc.com

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For more information about the Joint Commission on Accreditation of Healthcare Organizations, please visit <http://www.jcaho.org>.

Table 3. Whom Do I Call?

The following is a list of information resources at the Joint Commission and Joint Commission Resources.

The Joint Commission's main telephone number is 630/792-5000. The Joint Commission's business hours are 8:30 A.M. to 5:00 P.M. central standard time, Monday through Friday.

Written correspondence should be sent to
 Joint Commission on Accreditation of Healthcare Organizations
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181

ATTN: _____
 [Area Indicated (such as Account Representative or Accreditation Operations)]

The Joint Commission's main fax number is 630/792-5005. If you experience difficulties in transmission, please call 630/792-5541.

Call your account representative at 630/792-3007 for information about hospitals or with questions about the following:

- Request for survey for hospitals
- Scheduling of surveys
- Survey agenda or survey process
- Status of a survey report
- Content of a survey report
- Focused surveys

Call the Standards Interpretation Group at 630/792-5900 for information and questions about:

- Interpretation of hospital standards
- How to comply with hospital standards
- Credentialing

The Customer Service telephone number is 630/792-5800. Joint Commission customer service representatives are available from 8:00 A.M. to 5:00 P.M. central standard time, Monday through Friday. Call Joint Commission's Customer Service with questions about:

- General information on Joint Commission services, mission, or history
- How to apply for a survey for the first time
- Ernest A. Codman Award program and for applications
- Your organization's accreditation status or history
- Obtaining a list of accredited organizations
- Checking the current accreditation status of an organization
- Quality reports
- Help in accessing information on Joint Commission's Web site

The Joint Commission's Web site address is <http://www.jcaho.org>. For an extensive e-mail or telephone list of contacts, click on "Contact Us" located near the top of the Joint Commission's home page. Throughout the online directory you will see e-mail addresses listed in parentheses. In general, e-mail addresses consist of the first letter of the person's first name and the entire last name @jcaho.org. In most cases, to reach the appropriate person and department by telephone, dial 630/792- and the extension number listed.

Joint Commission Resources main telephone number is 630/268-7400. Joint Commission Resources' business hours are 8:30 A.M. to 5:00 P.M. central standard time, Monday through Friday. Visit the Web site at <http://www.jcrinc.com> for information, questions, or to order the following:

- Continuous Service Readiness
- Custom education
- Domestic consulting services
- Educational seminars
- International accreditation services
- Publications

continued on next page

