

Prepare your staff with a mock survey



Many organizations find it helpful to conduct a mock survey, which is a full dress rehearsal for a real Joint Commission survey, 18-24 months before their organization's actual survey. Conducting a mock survey with Joint Commission Resources (JCR) experts will mirror a survey experience by objectively performing direct observations, documenting reviews, and offering guidance to caregivers, staff, and the C-suite.



We sat down with Beth Glassford, RN, MSHA, FACHE, CJCP, Joint Commission Resources (JCR) Principal Consultant, to learn more about JCR's mock surveys.

1. What can an organization expect during a mock survey from JCR?

An organization can expect a team of highly knowledgeable experts who work collaboratively with the organization to design an agenda that meets expectations. During the mock survey, interactions and questions are encouraged with staff, physicians, and leaders. Tracers are conducted throughout the organization and focus on identifying potential vulnerabilities as well as processes that are working well. A building tour and document review helps to identify issues as it relates to environment of care and life safety. Depending upon the organization's needs, specialty experts which include pharmacists, ambulatory specialists, home care consultants, and behavioral health specialists, can be involved to help the organization tackle issues in those areas.

2. Many organizations have internal teams and resources and conduct their own mock surveys. How can JCR's experts help complement these internal mock surveys?

JCR's experts can validate that your internal team is identifying potential vulnerabilities that can cause harm to your patients. We can also help the organization interpret and not over interpret the standards. JCR's expertise and experience working across the country with many types of organizations provides many different ideas of how a process can be structured. This can provide a more comprehensive view compared to an internal team who may not have access to those types of resources.

3. What do you like best about your job as a JCR principal consultant?

Interacting with all different kinds of organizations and staff, leaders, and medical staff across organizations. No day is the same which makes for a varied and exciting work life.

To learn more, visit <https://www.jcrinc.com/consulting/accreditation-and-certification-preparation/> or call 630-268-7400.