# JCI Accreditation Standards and Implementation Strategies Training Course



21 - 25 Dec 2026

Vienna

5800 € (Per Person)

Ref: #HOS2762_109278

## Course Introduction / Overview:

This comprehensive training course is designed to provide healthcare professionals with an in-depth understanding of Joint Commission International (JCI) accreditation standards and the practical strategies for successful implementation. In an era where patient safety and quality of care are paramount, achieving JCI accreditation is a testament to an organization's commitment to excellence. This program delves into the core principles of the latest JCI standards, moving beyond mere compliance to foster a culture of continuous quality improvement. We will explore the intricate framework of patient-centered care, organizational management, and clinical best practices. Drawing upon the foundational quality assurance concepts pioneered by experts like Avedis Donabedian, this course emphasizes the link between structure, process, and outcomes in achieving superior healthcare delivery. Participants will gain actionable insights, similar to those discussed in texts like "The JCI Accreditation Manual for Hospitals," enabling them to lead their organizations through the rigorous accreditation journey. BIG BEN Training Center has developed this curriculum to equip leaders with the tools to not only prepare for the survey process but also to sustain a state of perpetual readiness, ensuring long-term benefits for both patients and the institution.

## Target Audience / This training course is suitable for:

- Healthcare Administrators and Executives.
- Quality Management Directors and Managers.
- Patient Safety Officers and Specialists.
- Medical Directors and Chiefs of Staff.
- Chief Nursing Officers and Nurse Managers.
- Heads of Clinical and Non-Clinical Departments.
- Risk Managers and Compliance Officers.
- Accreditation Coordinators and Team Leaders.
- Physicians, Surgeons, and other Clinical Staff involved in quality initiatives.
- Healthcare Consultants focused on quality and accreditation.

## Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Facilities and Outpatient Clinics.
- Specialty Medical and Surgical Centers.
- Long-Term Care and Rehabilitation Facilities.
- Home Healthcare Agencies.
- Clinical Laboratories and Diagnostic Imaging Centers.
- Governmental Health Ministries and Regulatory Bodies.
- Organizations within the Medical Tourism sector.
- Academic Medical Institutions.

## Target Organizations Departments:

- Quality Improvement and Management.
- Patient Safety and Risk Management.
- Nursing Services and Administration.
- Medical Staff Services.
- Operations and Hospital Administration.
- Pharmacy and Medication Management.
- Infection Prevention and Control.
- Facilities Management and Engineering.
- Medical Records and Health Information Management.
- Human Resources and Staff Education.

## Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the intent and requirements of the latest JCI accreditation standards accurately.
- Develop a strategic roadmap for preparing a healthcare organization for a JCI survey.
- Lead the implementation of International Patient Safety Goals (IPSG) effectively.
- Conduct comprehensive gap analyses and internal mock surveys to assess readiness.
- Master the tracer methodology used by JCI surveyors to evaluate patient care processes.
- Design and implement robust quality improvement projects aligned with JCI standards.
- Strengthen medication management and infection control systems to meet compliance.
- Develop policies and procedures that reflect JCI's focus on patient and family rights.
- Foster a sustainable culture of safety and continuous improvement within their teams.
- Prepare and present compliance data and evidence effectively during the official survey.

## Course Methodology:

The training methodology at BIG BEN Training Center is centered on experiential and participatory learning to ensure deep comprehension and practical application of JCI standards. We move beyond traditional lectures to create a dynamic and interactive environment where participants actively engage with the material. The course heavily utilizes real-world case studies drawn from successful accreditation journeys and common pitfalls, allowing participants to analyze complex scenarios and develop strategic solutions. Collaborative group workshops are a core component, providing a platform for attendees to draft action plans, review policies, and simulate committee meetings. Interactive sessions, including role-playing exercises for mock surveys and tracer activities, build confidence and practical skills. Our expert facilitators foster an open-dialogue environment, encouraging participants to share their unique organizational challenges and receive personalized feedback. The program integrates a blend of presentations, guided discussions, practical exercises, and peer-to-peer learning, ensuring that participants leave not just with knowledge, but with the competence to lead transformative quality improvement initiatives within their own healthcare settings.

## Course Agenda (Course Units):

### Unit One: Foundations of JCI Accreditation and Leadership

- Introduction to Joint Commission International (JCI) and its mission.
- Understanding the value and benefits of JCI accreditation.
- Navigating the 7th Edition of the JCI Accreditation Manual for Hospitals.
- Deep dive into Governance, Leadership, and Direction (GLD) standards.
- Establishing a framework for continuous accreditation readiness.
- The role of leadership in fostering a culture of safety and quality.
- Developing the organization's quality improvement and patient safety plan.

### Unit Two: Patient-Centered Standards and International Patient Safety Goals

- Detailed review of the International Patient Safety Goals (IPSG).
- Implementing standards for Access to Care and Continuity of Care (ACC).
- Upholding Patient and Family Rights (PFR) and education (PFE).
- Standards for the Assessment of Patients (AOP).
- Managing the comprehensive Care of Patients (COP).
- Anesthesia and Surgical Care (ASC) standards and compliance.
- Case studies on implementing patient-centered care models.

### Unit Three: Healthcare Organization Management Standards

- Facility Management and Safety (FMS) requirements.
- Emergency management and response planning.
- Staff Qualification and Education (SQE) standards.
- Building a competent and engaged workforce.
- Management of Communication and Information (MCI).
- Ensuring data integrity and confidentiality in medical records.
- Strategies for effective interdepartmental communication.

## Unit Four: Clinical Management and Quality Improvement Systems

- Medication Management and Use (MMU) standards from procurement to administration.
- Strategies for preventing medication errors.
- Infection Prevention and Control (PCI) program requirements.
- Implementing evidence-based infection control practices.
- The Quality Improvement and Patient Safety (QPS) chapter.
- Utilizing data for performance measurement and improvement.
- Techniques for Root Cause Analysis (RCA) and Failure Mode and Effects Analysis (FMEA).

## Unit Five: The Survey Process and Sustaining Compliance

- Understanding the JCI survey process and agenda.
- Mastering the individual and system tracer methodology.
- Preparing staff and departments for surveyor interviews and observations.
- Conducting effective mock surveys and internal audits.
- Developing and implementing corrective action plans post-survey.
- Strategies for sustaining a culture of continuous compliance.
- Preparing the Strategic Improvement Plan (SIP) and future accreditation cycles.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

Beyond compliance, how can the principles of JCI accreditation be leveraged to foster a deep-rooted culture of innovation in patient care?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing intensely on the strategic implementation of JCI standards, rather than simply providing a theoretical overview. While other programs may focus on memorizing the manual, our curriculum is built around the practical challenges and complexities of embedding a quality culture within a dynamic healthcare environment. We utilize a case-based learning approach, dissecting real-world scenarios to teach participants not just what the standards are, but how to interpret and apply them in a way that is meaningful and sustainable for their specific organization. The course emphasizes the development of critical thinking skills needed to lead accreditation efforts, such as conducting effective tracer activities and performing meaningful root cause analyses. Our facilitators are seasoned experts who bring a wealth of practical experience, offering nuanced insights that go beyond textbook knowledge. The program is designed to be a transformative leadership experience, equipping participants with the strategic mindset to use the JCI framework as a catalyst for genuine organizational improvement and innovation in patient care, ensuring the impact lasts long after the survey is complete.