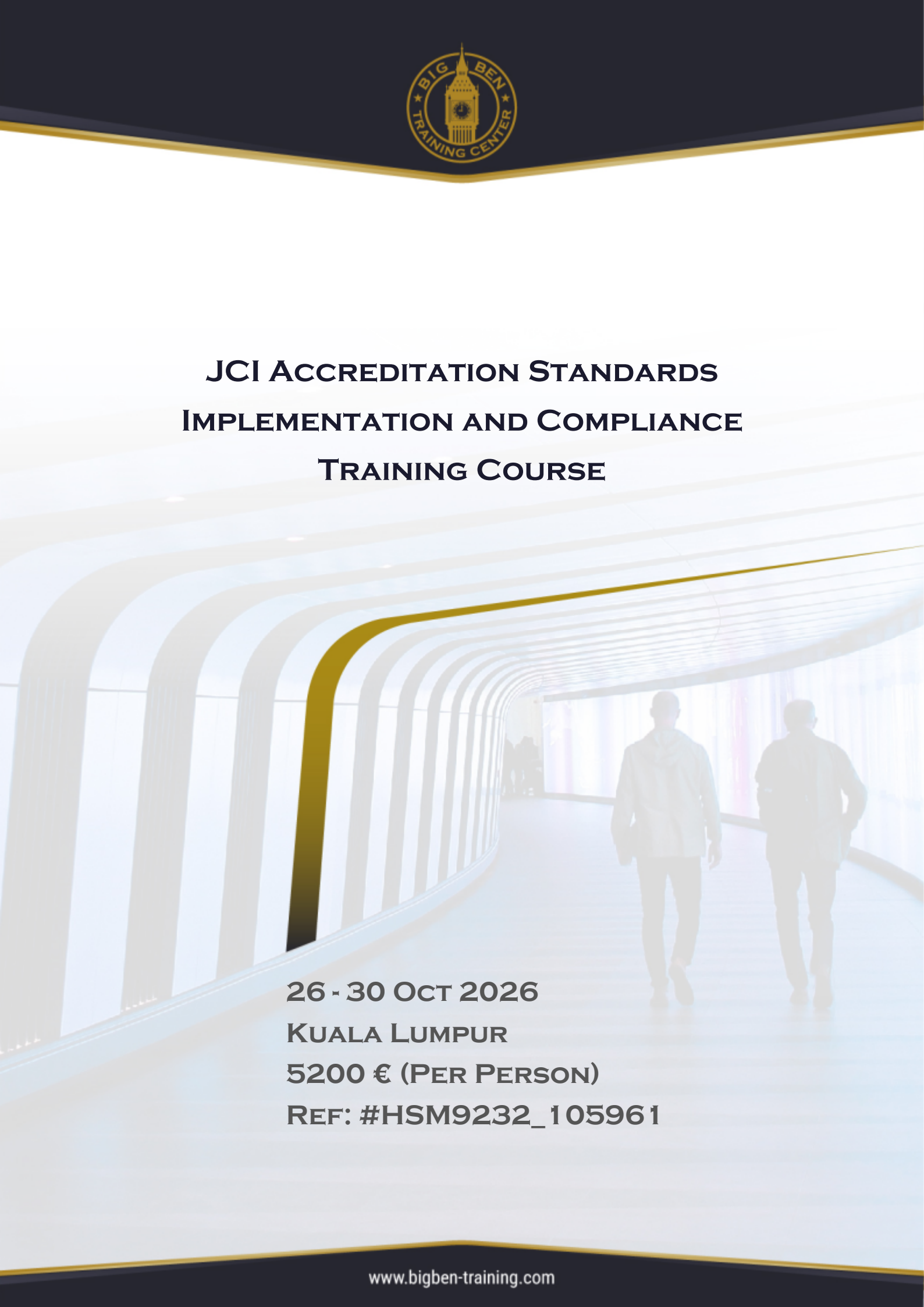
JCI Accreditation Standards Implementation and Compliance Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM9232_105961

Course Introduction / Overview:

This comprehensive training course is designed to provide healthcare professionals with the essential knowledge and skills required to successfully navigate the Joint Commission International (JCI) accreditation process. Achieving JCI accreditation is a testament to an organization's commitment to quality and patient safety, setting a global benchmark for excellence in healthcare. This program delves deep into the JCI standards, moving beyond theoretical understanding to practical implementation and sustainable compliance. We will explore the core principles of healthcare quality management, drawing upon foundational concepts from pioneers like Avedis Donabedian, who emphasized the structure-process-outcome model for assessing healthcare quality. Participants will learn to interpret complex standards, develop effective strategies for continuous survey readiness, and foster a culture of safety within their institutions. The curriculum, developed by experts at BIG BEN Training Center, integrates key topics from publications like "The Joint Commission's Guide to Patient Safety," ensuring the content is both current and highly relevant. This course is an indispensable resource for any healthcare organization aiming to not only achieve but also maintain JCI accreditation, thereby enhancing patient outcomes and solidifying its reputation for superior care.

Target Audience / This training course is suitable for:

- Hospital Administrators and C-suite Executives.
- Quality Improvement and Patient Safety Officers.
- Medical Directors and Heads of Clinical Departments.
- Senior Nursing Leaders and Nurse Managers.
- Compliance and Risk Management Professionals.
- Pharmacists and Laboratory Managers.
- Facility and Operations Managers.
- Physicians and Allied Health Professionals involved in quality committees.
- Healthcare Consultants specializing in accreditation.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Ambulatory Care Facilities and Specialty Clinics.
- Long-Term Care and Rehabilitation Centers.
- Home Healthcare Agencies.
- Academic Medical Institutions.
- Governmental health authorities and regulatory bodies.
- Private and public healthcare providers.

Target Organizations Departments:

- Quality Management and Improvement Department.
- Patient Safety and Risk Management.
- Medical Staff Services.
- Nursing Administration and Clinical Wards.
- Pharmacy Services.
- Infection Prevention and Control.
- Facility Management and Engineering.
- Health Information Management and IT.
- Executive Leadership and Administration.
- 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 for a JCI survey.
- Master the tracer methodology to identify system vulnerabilities and strengths.
- Implement the International Patient Safety Goals (IPSG) effectively across the organization.
- Lead quality improvement initiatives based on JCI standards.
- Establish a framework for continuous survey readiness and sustainable compliance.
- Analyze performance data to drive improvements in patient care processes.
- Manage documentation and evidence required for the accreditation process.
- Cultivate a robust culture of safety and quality within their teams and departments.
- Respond effectively to survey findings and develop corrective action plans.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into actionable strategies. We move beyond traditional lectures to a blended learning approach that emphasizes adult learning principles. The course heavily relies on real-world case studies of healthcare organizations that have successfully navigated the JCI accreditation process, as well as analyses of common pitfalls and challenges. Participants will engage in collaborative group workshops to dissect specific JCI standards, develop mock implementation plans, and practice tracer methodologies in simulated scenarios. Interactive sessions, facilitated discussions, and Q&A segments with experienced instructors provide a platform for sharing experiences and solving specific organizational challenges. A significant portion of the course is dedicated to hands-on exercises, including the development of quality improvement project charters and the review of sample compliance documentation. This immersive approach ensures that participants leave not just with knowledge, but with the confidence and practical tools to lead accreditation efforts in their own institutions.

Course Agenda (Course Units):

Unit One: Foundations of JCI Accreditation and Quality Management

- Introduction to Joint Commission International (JCI) and its mission.
- The evolution of global healthcare quality standards.
- Core principles of quality improvement and patient safety.
- Understanding the structure and layout of the JCI Accreditation Manual.
- The role of leadership in driving a culture of safety and quality.
- Developing a strategic plan for the accreditation journey.
- Key concepts in clinical governance and organizational ethics.

Unit Two: Patient-Centered Standards (IPSG, ACC, PFR, AOP, COP)

- Deep dive into the International Patient Safety Goals (IPSG).
- Standards for Access to Care and Continuity of Care (ACC).
- Implementing Patient and Family Rights (PFR) and Education (PFE).
- Best practices in the Assessment of Patients (AOP).
- Comprehensive standards for the Care of Patients (COP).
- Standards for Anesthesia and Surgical Care (ASC).
- Medication Management and Use (MMU) systems and safety protocols.

Unit three: Healthcare Organization Management Standards (QPS, PCI, GLD)

- Quality Improvement and Patient Safety (QPS) framework.
- Developing data-driven performance measurement systems.
- Standards for Prevention and Control of Infections (PCI).
- Governance, Leadership, and Direction (GLD) requirements.
- The role of the governing body in overseeing quality.
- Establishing effective leadership structures and processes.
- Managing risk and improving patient outcomes through proactive analysis.

Unit Four: The JCI Survey Process and Continuous Readiness

- Understanding the on-site survey agenda and activities.
- Mastering the individual patient tracer methodology.
- Preparing for system tracers, including medication management and infection control.
- Effective interview techniques for staff and leadership.
- Documentation requirements and evidence presentation.
- Strategies for managing the survey process smoothly.
- Building and maintaining a state of continuous survey readiness.

Unit Five: Post-Survey Activities and Sustaining Excellence

- Interpreting the survey report and findings.
- Developing and implementing effective corrective action plans.
- Utilizing Root Cause Analysis (RCA) for sentinel events.
- Applying Failure Mode and Effects Analysis (FMEA) to proactively identify risks.
- Integrating JCI standards into daily operations and workflows.
- Training and educating staff for sustained compliance.
- Planning for re-accreditation and the future of quality improvement.

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 achieving the accreditation certificate, how can an organization truly embed the principles of JCI into its daily culture to drive sustainable, long-term improvements in patient outcomes?

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

This course distinguishes itself by focusing on the philosophy of sustainable compliance rather than merely preparing for a one-time survey event. While many programs concentrate on the logistical aspects of passing an inspection, our curriculum is architected to help organizations embed JCI principles into their very cultural DNA. We emphasize the "why" behind each standard, connecting them to tangible improvements in patient safety and clinical outcomes. The methodology moves beyond passive learning, utilizing advanced simulation exercises where participants actively engage in mock tracers and root cause analyses based on real-world scenarios. This hands-on approach builds critical thinking and problem-solving skills essential for long-term success. Furthermore, the course content is continuously updated to reflect the latest JCI editions and global best practices in healthcare quality. The program offered by BIG BEN Training Center is not just about achieving a credential; it is about empowering healthcare leaders to build resilient, high-reliability organizations that consistently deliver the safest and highest quality care possible, making excellence a daily habit, not an occasional goal.