

The clarification process provides an organization the opportunity to demonstrate compliance with standards that were scored “not compliant” at the time of the survey/review.

### Requesting a 10-day Clarification

To complete the optional 10-day clarification, please review the *Clarification Instructions* to assist you in developing your clarification documentation.

Note: Clarifications can only be submitted within 10 business days from the final accreditation/certification report posting to The Joint Commission Connect site. The field will be grayed out once the clarification window has passed, and you will no longer be able to clarify a finding.

### Getting Started

To access the Clarification tool, click on the *Evidence of Standards Compliance* link from the “What’s Due” or click on the Survey Process tab under the Post-Survey section and click on *Evidence of Standards Compliance*.

The screenshot shows a navigation menu with the following structure:

- Home (selected)
- Survey Process
- Continuous Compliance
- Communication
- Resources and Tools
- Security Admin

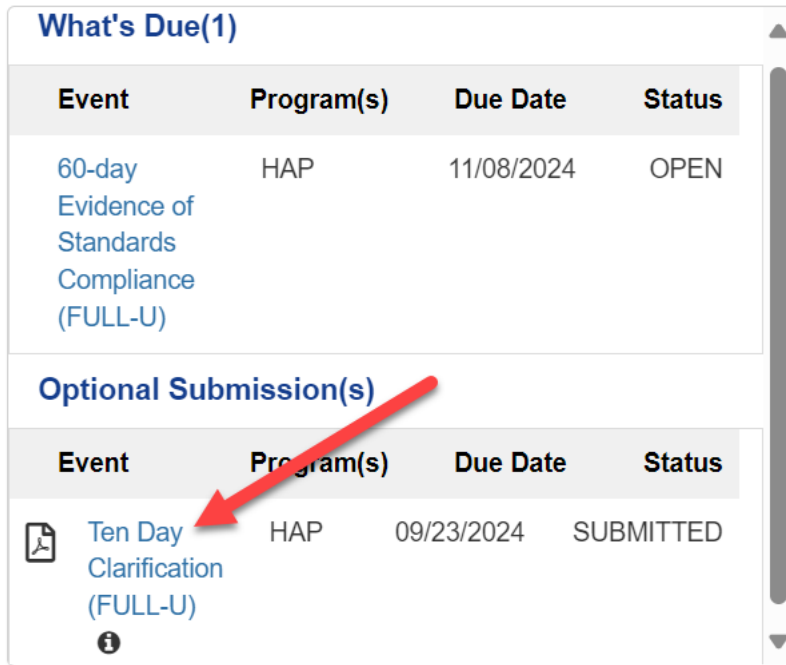
Under the Survey Process tab, there are four main sections:

- Pre-Survey** (Learn More)
  - Survey Planning Tools
  - Survey Activity Guide
- Post-Survey** (Learn More)
  - Evidence of Standards Compliance (highlighted with a red arrow)
  - Plan of Correction
  - Accreditation Report and Letter
  - Accreditation SAFER™ Matrix
  - Accreditation Record Review Reports
  - Clarification Instructions
- Customer Feedback and Tools** (Learn More)
  - Evaluations
  - Corporate Portal
- Contracts and Billing** (Learn More)
  - Contracts
  - Fee, Billing and Invoice Information
  - Pricing Schedule

At the bottom of the menu, there is an **Application for Accreditation** (Learn More) section with a link for **General Application**.



The Post Survey Portal will display, to begin requesting clarification for Requirements for Improvement (RFIs), select the appropriate 10 Day Clarification event in open status by clicking the hyperlink. Note: Please review the *Clarification Instructions* to assist you in developing your clarification documentation.

Click on the Optional 10-day Clarification link

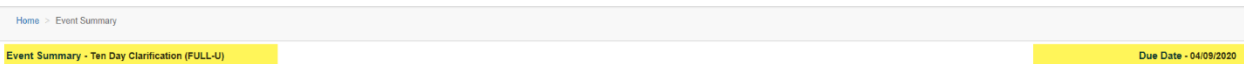


What's Due(1)			
Event	Program(s)	Due Date	Status
<a href="#">60-day Evidence of Standards Compliance (FULL-U)</a>	HAP	11/08/2024	OPEN

Optional Submission(s)			
Event	Program(s)	Due Date	Status
 <a href="#">Ten Day Clarification (FULL-U)</a> 	HAP	09/23/2024	SUBMITTED

Clicking the Ten Day Clarification hyperlink will direct you to the event summary page, which lists all the standards and Elements of Performance (EP)s that were identified as Requirements for Improvement (RFIs) from the final report. Note: Optional Ten Day Clarification events are due within 10 days. Note the due date below.



The Ten Day Clarification instructions describe the clarification process.

Event Summary - Ten Day Clarification (FULL-U) Due Date - 04/09/2020

**Ten Day Clarification Instructions**

The clarification process provides an organization the opportunity to demonstrate compliance with standards that were scored "not compliant" at the time of the survey. The organization has 10 business days from the date the report is published on the extranet site to submit the clarification. The Evidence of Standards Compliance (ESC) due dates will remain the same whether or not the organization submits a clarification and/or is successful in the clarification process. Clarifications may take either of the following forms:

- An organization believes it had adequate evidence available to the surveyor(s) and was in compliance at the time of the survey. (Please note that actions taken during or immediately after the survey will not be considered.) The organization must use the clarification form to support their contention.
- Any required documents that are not available at the time of survey are not eligible for the Clarification Process. These Requirements For Improvement (RFIs) will become action items in the post-survey ESC process.
- Please do not submit supplemental documentation unless requested by The Joint Commission. If additional information is requested, the organization will be required to highlight the relevance to the standards in the documentation.

To begin working on the Clarification, select the corresponding non compliant EP from the select list. The To Do link will populate only after an Element of Performance is selected. Once the To Do link is activated, click on it to be directed to the Clarification information. Once selected, this Element of Performance will also appear on the To Do tab. Once all fields of the Clarification have been completed, the To Do link will have a green check mark indicating that the Clarification has been completed. Once all selected Elements of Performance have a green check mark, you can submit the Ten Day Clarification to the The Joint Commission for review.

To clarify a standard/EP, click in the checkbox by the standard to be clarified. After clicking in the box, the To Do tab will be updated to indicate the number of standards/EPs to be clarified. In addition, Go To will display in the clarification column. To clarify additional standards/EPs, click in additional boxes.

Select (3) To Do (1) Completed (0)

Program	Standard	EP	EP Text	Obs.	Clarification	SAFER Placement
<input checked="" type="checkbox"/> HAP	EC.04.01.05	1	The hospital takes action on the identified opportunities to resolve environmental safety issues.	... 1	Go To	Low-Limited
<input type="checkbox"/> HAP	EM.02.02.07	3	The Emergency Operations Plan describes the following: The process for assigning staff to all essential staff functions.	... 1		Low-Limited
<input type="checkbox"/> HAP	MS.11.01.01	1	Process design addresses the following issues: Education of licensed independent practitioners and other organization staff about illness and impairment recognition issues specific to licensed independent practitioners (at-risk criteria).	1		Low-Limited

To clarify the standard/EP click on the Go To link. The clarification form displays the standard text, EP text and the findings from the final report.

Program: HAP      Standard: EC.04.01.05      EP: 1      Observation: 1      Safer Placement: Low-Limited

**EP Text**

The hospital takes action on the identified opportunities to resolve environmental safety issues.

**Observation Text**

Revathi - This is the observation for EC.04.01.05 EP1 by surveyor Kim. It is Low limited. Selected the COP 482.41 (d)(2)- (A-0724) with default SLD.

The form will display the Who, What, When, How and Why fields. Enter clarification information each field.

**Ten Day Clarification**

WHO: The title of who approved the policy or procedure.

Format | Font | Size | B I U | [Icons] | [Icons]


WHAT: A description of the policy, procedure, or process that was present prior to the survey. Include a description of the associated implementation as well as a description of how the surveyor's observation(s) actually met the requirements of the policy, procedure, or process.

Format | Font | Size | B I U | [Icons] | [Icons]

WHEN: The date the policy, procedure, or process was approved, as well as the effective date of implementation and date when training occurred. If the policy/procedure has been revised since the initial approval, please include all reviewed and revised dates.

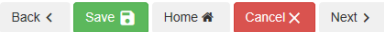
When working in the form users have the ability to update the section to In Progress by click in the checkbox. Clicking the checkbox will mark the section in progress and by continuing to display the Go To status. Please note, this checkmark needs to be removed prior to submitting the clarification.

To keep this Element of Performance on the "To Do" tab, mark this response as In Progress by selecting the check box below. This selection will need to be removed prior to submitting the ESC or POC.

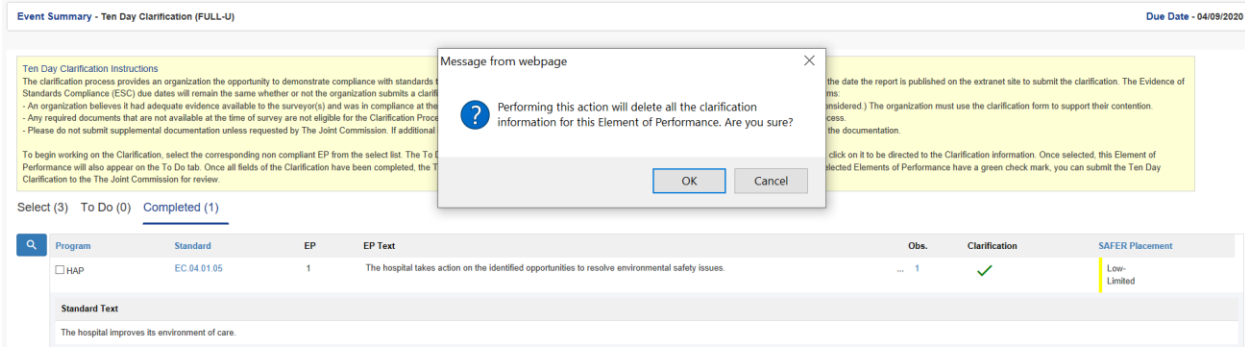
In Progress 

### Page Navigation

To navigate on the entry page, clicking the Back button will save any data entered in the form and navigate the user to the previous page, clicking the Save button will save any data entered and remain on the page, clicking the Home button will save data entered and navigate the user to the Event Summary page, clicking the Cancel button will not save the data entered and will navigate the user to the Event Summary page, and clicking the Next button will save data entered in the form and navigate the user to the next page.

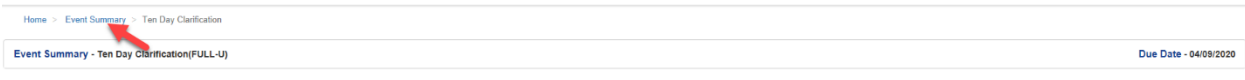


If you remove the checkmark from the checkbox, the system will generate a message indicating “Performing this action will delete all the clarification information for the Element of Performance,” clicking OK will delete all clarification entries and clicking Cancel will preserve clarification entries.



## Submitting the Clarification

Once you have completed documenting all of your clarification responses, you are ready to submit your clarification for review and approval by Joint Commission staff. Click the Event Summary link on the top of the page.



Prior to submitting, confirm that all the EPs requested for clarification have been moved to the Completed tab. The clarification cannot be submitted if all sections of the form have not been addressed and display a Go To status. On the 10 Day Clarification Event Summary, if all requested clarified standard/EP(s) have been addressed, the To Do tab will not display any standards/EPs and the submit button will be enabled for submission.



Click the submit button to submit the 10 Day Clarification event. Once your clarification has been successfully submitted to the Joint Commission, your organization will receive a confirmation email.

Select (3) **To Do (0)** Completed (1)

Program	Standard	EP	EP Text	Obs.	Clarification	SAFER Placement



Submit