

Clarification Instructions

Documents not available at the time of Survey

Any required documents that are not available at the time of survey will no longer be eligible for the Clarification Process. These RFIs will become action items in the post-survey ESC process.

Clerical Errors

Clerical errors in the report will no longer be eligible for the Clarification Process. The Joint Commission will work the organization to correct the clerical error, so that that the report is accurate. The corrected RFIs will become action items in the post-survey process.

Audit Option

There will no longer be an audit option as part of the Clarification Process. With the implementation of the SAFER matrix, the “C” Element of Performance (EP) category is eliminated. The “C” EPs were the subject of Clarification Audits.

*****Note the organization must click on the 10-day clarification option and provide an attestation.***

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.
- The organization has detailed evidence that was not immediately available **at the time of the survey**. The clarification must include an explanation as to why the surveyor(s) did not have access to the information or why it was not provided to the surveyor(s) at the time of the survey. However, any required documents that are not available at the time of survey are not eligible for the Clarification Process. These 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.

The following information should be submitted for a clarification:

WHO

The title of who approved the policy or procedure.

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.

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.

HOW

The description of how the information was disseminated to staff members prior to the survey.

WHY

Provide an explanation as to why the surveyor(s) did not have access to the information or why the information was not provided to the surveyor(s) at the time of survey.