



## Facts about Joint Commission Resources

Joint Commission Resources is a global, knowledge-based organization that provides innovative solutions designed to help health care organizations improve patient safety and quality. An affiliate of The Joint Commission, JCR is the official publisher and educator of The Joint Commission. JCR provides expertise on the many issues organizations face in a challenging health care environment through a variety of products and services including: education programs, publications and multimedia products; its Continuous Service Readiness program; comprehensive health care consulting and custom education; and accreditation and consulting for organizations abroad. JCR is dedicated to helping health care organizations worldwide improve quality and safety of patient care. JCR offers services across all sites of patient care.

JCR leaders, consultants and faculty are experts in patient safety, management, nursing, medicine, environment of care, quality improvement and measurement, strategic planning, competency assessment, peer review and information management. These individuals have developed executive leadership and management skills in health care markets throughout the United States and the world. JCR is governed by a 17-member Board of Directors. Board members include doctors, nurses, a lawyer, a health insurance executive, business and health care executives, and quality experts from the United States and around the globe. JCR was established in 1986.

JCR helps organizations improve patient safety and quality through product and service offerings in areas such as:

- Infection control and prevention, including multi-drug-resistant organizations
- Health and safety design
- Medication reconciliation
- Patient safety, including pediatric emergency department safety
- Physician leadership, including credentialing and privileging
- Clinical performance and operational improvement
- Environment of care
- Medication safety
- Governing boards and executive leadership
- Joint Commission accreditation process and standards compliance

Services and products are delivered in a variety of formats including:

- Consulting services which provide a solutions-based approach to achieving sustainable results in health care organizations
- Books, videos, software, audio conferences, good practices database, satellite broadcasts, e-books and web-based training, and periodicals to provide health care professionals information on accreditation and performance improvement, in addition to the latest thinking on current health care issues.
- Education programs, covering more than 75 topics, to help health care professionals achieve both individual and organizational goals. Custom education programs also are available to meet health care organizations' unique requirements.
- The Continuous Service Readiness (CSR) program to provide ongoing consultation and education on a subscription basis designed to support health care organizations in their efforts to improve the quality of care delivered in their communities.

**Joint Commission International**

Joint Commission International (JCI) is a division of JCR and extends The Joint Commission's mission worldwide. Through international consultation, accreditation, publications and education, JCI helps to improve the quality of patient care in many nations. JCI has extensive international experience working with public and private health care organizations, ministries of health, and local governments in more than 80 countries. JCI has accredited more than 245 organizations in 35 countries. For more information about JCI, see Facts about Joint Commission International, or visit [www.jointcommissioninternational.org](http://www.jointcommissioninternational.org).

**For more information**

For more information about JCR's products and services, call the toll-free Customer Service Center at (877) 223-6866, or visit [www.jcrinc.com](http://www.jcrinc.com).

*The Joint Commission and JCR maintain strict policies that prohibit The Joint Commission from sharing any confidential information about accredited organizations with JCR. The fact that an organization has obtained services from JCR is kept completely separate from Joint Commission accreditation decisions.*