

# Candidate Handbook

Effective June 15, 2016

**APPLY.  
ACHIEVE.  
ADVANCE.**

## CJCP Candidate Handbook | June 15, 2016

The material in this handbook is current as of June 15, 2016,  
and is subject to change without notice.

Please refer to the most recent Candidate Handbook,  
which will be consistently updated and available on the  
Joint Commission Resources website at  
<http://www.jcrinc.com/cjcp-certification/>.

For specific questions not answered in this handbook,  
please send an e-mail to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com)  
or call us at 630/792-5444 or 630/792-5452.

## CJCP Candidate Handbook | June 15, 2016

CJCP® certification is awarded to those professionals who meet eligibility standards and pass a rigorous examination.\* CJCP® certification is valid for a three (3)-year period from the date of a candidate's succession completion and certification achievement. After this period, recertification is required to demonstrate continued proficiency.

Strict adherence to all procedures and deadlines in this handbook is critical. Only Joint Commission Resources (JCR) can determine who is certified and thus authorized to use the CJCP® credential.

CJCP® certification program examination, individual test questions, sample test questions, webinar modules, CJCP® publications, CJCP® live events, and other related materials are the intellectual property of The Joint Commission and/or JCR. Disclosure, publication, reproduction, or transmission of any such materials, in any form, or by any means, for any purpose, without the express written permission of The Joint Commission or JCR, or applicable agents, may result in civil or criminal prosecution.

Once candidates pass the examination, they are granted a license to use the CJCP® designation. They may refer to themselves as CJCP® credential holders as long as they have an active certification status. Certified professionals are authorized to use the CJCP® designation in block letters after their name on business cards, personal letterhead, resumes, websites, and in e-mail signatures. Authorization to use this credential is conditioned upon the certified individual adhering to the requirements of this guideline, all applicable laws, rules, and regulations, and acting in a professionally responsible and competent manner. Certified professionals are not permitted to use the CJCP® designation in company names, domain names, product names, or any other unauthorized manner. Use of The Joint Commission® or Joint Commission Resources® marks or logos, in any manner, is strictly prohibited.

All candidates agree to be bound to all requirements, policies, and procedures. Please review the policy on "Appropriate Use of the CJCP® Credential" on pages 72–73 of this handbook for more details.

### The CJCP® Product Line Planning and Steering Committee

The CJCP® Product Line Planning includes steering committee members, webinar module and content development teams, CJCP® Essentials Prep event members, examination development team, passing point study members, subcommittees of the CJCP® Steering Committee, and staff from both The Joint Commission and JCR. This includes subject matter experts, Consultants, Surveyors, marketing, legal, and various content and subject matter experts. In addition, we rely on our team of

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\* CJCP® is a registered trademark of The Joint Commission.

## CJCP Candidate Handbook | June 15, 2016

Psychometricians to assist us with testing and planning expertise. Our committee(s) review policies and procedures, appeal applications, requests for CJCP credit hours applications be it from an individual CJCP or an organization, and essentially assist with guiding the CJCP® product line.

### **2016 Assigned Content Experts**

- Gerald M. Castro, PhD, MPH, project director, Patient Safety Initiatives, Office of Patient Safety, The Joint Commission
- Steve Chinn, DPM, MS, MBA, CJCP®, consultant, Joint Commission Resources
- Doreen Finn, RN, MBA, senior associate director, The Joint Commission
- Roberta Fruth, PhD, RN, FAAN, CJCP®, senior consultant, Joint Commission Resources/Joint Commission International
- Jill Hiers, RN, MBA, NEA-BC, CJCP®, consultant, Continuous Service Readiness, Joint Commission Resources
- Michelle McDonald, RN, MPH, executive director, government regulations and advisory services, Joint Commission Resources
- Ana Pujols McKee, MD, executive vice president and chief medical officer, The Joint Commission
- George Mills, MBA, FASHE, CEM, CHFM, CHSP, director of engineering, Department of Engineering, Division of Healthcare Improvement, The Joint Commission
- Jeannell Mansur, Pharm.D., FASHP, FSMSO, CJCP®, practice leader, Medication Safety, Joint Commission Resources/Joint Commission International
- Pat Conway-Morana, PhD, RN, CPHQ, NEA-BC, CENP, FACHE, CJCP®, consultant, Joint Commission Resources
- Julia Napper, RN, BSN, MBA, CPHQ, CJCP®, director, Continuous Service Readiness, Joint Commission Resources
- Anne Piper, BSN, MHS, MNA, hospital surveyor, The Joint Commission
- Richard Scalenghe, CPHQ, CJCP®, consultant, Continuous Service Readiness, Joint Commission Resources
- Faith Smith, MBA, MPH, change management leader, The Joint Commission
- Sarah Wilkinson, MBA-HA, BSN, CJCP®, lead CSR consultant, Joint Commission Resources
- Paul Richard Ziaya, MD, field director, The Joint Commission

### **Leadership and Staff Experts**

- Lawrence J. Fabrey, PhD, senior vice president, Psychometrics, PSI/AMP
- Cathy Chopp Hinckley, MA, PhD, executive director, Publications and Education Resources, Joint Commission Resources
- Karen Jaeger, education specialist, Joint Commission Resources

## CJCP Candidate Handbook | June 15, 2016

- Leslie LaBelle, RN, MSN, MBA, CPHQ, associate director, Enterprise Continuing Education, Joint Commission Resources
- Gina LaMantia, MS, Med, manager, Solutions Consulting, Joint Commission Resources
- Krista McGorrian, associate director, Electronic Marketing, Joint Commission Resources
- Susan Murray Hanscom, MS, associate director, CJCP® program, Joint Commission Resources
- David Qu, MBA, vice president, Publications, Education, and Electronic Products, Joint Commission Resources
- George W. Riccio, executive producer, video and audio programs, Joint Commission Resources
- Paula Wilson, president and chief executive, Joint Commission Resources/Joint Commission International

# CJCP Candidate Handbook | June 15, 2016

## Contents

<b>About CJCP</b> .....	<b>8</b>
<b>About The Joint Commission</b> .....	<b>8</b>
<b>About Joint Commission Resources</b> .....	<b>9</b>
<b>Disclaimers Related to Accreditation and an Organization’s Survey</b> .....	<b>9</b>
<b>About This Handbook</b> .....	<b>10</b>
<b>Mission of the CJCP® Program</b> .....	<b>10</b>
<b>About the Testing Agency, AMP, a PSI Business</b> .....	<b>11</b>
Assessment Center Locations .....	12
<b>Statement of Nondiscrimination</b> .....	<b>12</b>
<b>About the Examination</b> .....	<b>12</b>
CJCP® Eligibility Requirements (subject to change) .....	13
Request for Appeals .....	14
Registering for an Examination .....	15
Scheduling the Examination .....	16
Holidays .....	17
Identification .....	17
Security .....	17
Personal Belongings .....	20
Delivery of the Examination .....	20
Candidate Comments During the Examination .....	21
Examination Restrictions .....	21
Score Reports .....	22
Special Arrangements for Candidates with Disabilities .....	22
Rescheduling or Canceling an Examination .....	25
Missed Appointments and Cancellations .....	25
Inclement Weather, Power Failure, or Emergency .....	25
Misconduct .....	26
Disciplinary Action .....	26
Sample CJCP® Examination Questions (multiple choice) .....	27
Passing Point Study .....	29
Passing Score .....	30

# CJCP Candidate Handbook | June 15, 2016

<b>Recertification Requirements</b> . . . . .	<b>30</b>
Eligibility . . . . .	31
Recertification Fees . . . . .	31
Application Requirements . . . . .	31
Maintenance of Certification . . . . .	32
Continuing Education Requirements for Recertification/Opportunities . . . . .	32
Obtaining CJCP® Equivalency Credit Hour Approval from Non-JCR Events . . . . .	32
Tracking CJCP® Credit Hours Toward Recertification . . . . .	34
CJCP Request for Appeals – Recertification . . . . .	35
CJCP Recertification Application – Getting Started . . . . .	35
<b>Resources to Help Prepare for the CJCP® Examination –</b>	
<b>“3 Ways to Prepare.”</b> . . . . .	<b>40</b>
CJCP® Education Modules/Webinars . . . . .	40
CJCP® Live Events . . . . .	41
CJCP® Workbook Publication . . . . .	41
CJCP® Customer Service . . . . .	44
<b>Confidentiality</b> . . . . .	<b>44</b>
<b>Frequently Asked Questions</b> . . . . .	<b>45</b>
Appeals . . . . .	45
Application Process . . . . .	46
Application Deadlines . . . . .	47
Certificates/Diploma/Recertification Stickers . . . . .	48
Continuing Education Credits and CJCP® . . . . .	49
Eligibility Requirements . . . . .	49
Eligibility Requirements for External Consultants . . . . .	50
Examination . . . . .	51
Examination Retakes . . . . .	53
Fees and Costs . . . . .	54
General Questions Related to CJCP® Consideration . . . . .	55
Misrepresentation . . . . .	56
Once a CJCP® Professional . . . . .	56
Passing Rates . . . . .	58
Preparing for the Examination . . . . .	59
Recertification . . . . .	60
Refunds . . . . .	64
<b>Contacts for Specific CJCP®-Related Questions</b> . . . . .	<b>65</b>
<b>Contacts for Specific Questions Related to the Examination</b> . . . . .	<b>65</b>
<b>Certificates for New CJCPs and Renewal Stickers for CJCPs Recertifying</b> . . . . .	<b>65</b>
<b>Promoting Your Credential</b> . . . . .	<b>66</b>

# CJCP Candidate Handbook | June 15, 2016

<b>CJCP® Policies and Procedures</b> .....	<b>71</b>
Appropriate Use of the CJCP® Credential .....	72–73
Applicant Appeals .....	74–75
Formal Certificates .....	76–77
Refunds .....	78–79
Credit Hours for External Programs/Conferences .....	80–85
Applications for CJCP® Credit Hours .....	86–92
Application for Acceptance of Continuing Education Credits Toward CJCP®	
Recertification Requirements: Individual Application .....	85–88
Application for Acceptance of Continuing Education Credits Toward CJCP®	
Recertification Requirements: Organization Application .....	89–92
Potential CJCP® Credit Hour Opportunities for CJCP® Recertification	
(approved programs) .....	93–122
CJCP® Recertification Applicant Appeals .....	123–124



## CJCP Candidate Handbook | June 15, 2016

### About CJCP

In September 2012, Joint Commission Resources announced an entirely new way to enhance your Joint Commission accreditation expertise—with a professional certification program. Applications were accepted in September 2012, with the first examination period taking place during the month of January 2013.

Since its launch, the program has been extremely well received and continues to grow in both the demand for preparatory events and steady applications from candidates throughout the country, representing various health care leaders and accreditation professionals.

In January, 2016, applications for recertification were accepted beginning with the originating class of January, 2013. Loyalty to the CJCP program has proven to be very successful from the originating class with nearly 100% maintaining their credential and recertifying.

Accreditation professionals who achieve recognition for their high level of knowledge in accreditation compliance, survey readiness, performance improvement, and more, have proclaimed this to not only be a worthy credential, but a real career-builder. They are recognized by their organization and peers as a Certified Joint Commission Professional™, or CJCP®.

### About The Joint Commission

An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 21,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

**Our Mission:** To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

**Vision Statement:** All people always experience the safest, highest quality, best-value health care across all settings.

### About Joint Commission Resources

For more than twenty-one (21) years, there's one organization to which over 10,000 hospitals, ambulatory care facilities, laboratories, and other health care organizations around the world have turned for patient safety and quality improvement resources. We are Joint Commission Resources (JCR), a global, knowledge-based organization that provides innovative solutions to help health care organizations across all settings improve patient safety and quality.

Through our variety of practical products, publications, educational conferences, e-products, and consulting and distance learning services, JCR is the single, expert resource you can count on when it comes to building and sustaining improvements. We help organizations focus on patient safety through solutions addressing their most pressing challenges such as infection control, medication safety, and the environment in which care is delivered.

Through our international division, Joint Commission International (JCI), we work to improve patient safety and quality of health care in the international community by offering education, publications, advisory services, and international accreditation and certification.

The mission of JCR is to continuously improve the safety and quality of health care in the United States and in the international community through the provision of education, publications, consultation, and evaluation services.

### Disclaimers Related to Accreditation and an Organization's Survey

Educational programs and publications provided by JCR and The Joint Commission are independent and completely separate from any accreditation activity. Applicants for certification and recertification in the CJCP® certification program, and the organizations that they represent, receive no special consideration or treatment in, or confidential information about, the accreditation process.

Participation in the CJCP® certification program is not intended to serve as a substitute for any responsibility(ies) of a health care provider or health care organization, and no representations are made by JCR or The Joint Commission concerning the effect(s), if any, of the CJCP® certification program on the quality of the care and treatment in any facility, or the outcomes thereof.

## CJCP Candidate Handbook | June 15, 2016

No representation is made by JCR or The Joint Commission relative to the effect(s), if any, of participation in the CJCP® certification program on any efforts by the participants and their representative organizations to attain or retain accreditation from The Joint Commission.

CJCP® certification is not equivalent to the training and preparation of The Joint Commission's surveyors and JCR's consultants. Furthermore, the CJCP® certification program is not intended to serve as train-the-trainer instruction and therefore should not be construed, or represented, as such by candidates.

### About This Handbook

This handbook contains information about the CJCP® certification program, eligibility requirements, recertification eligibility requirements, frequently asked questions, tools to assist those that are certified, policies and procedures, sample documents, and associated materials to assist potential candidates as well as those who have already received the CJCP® credential.

The information in this handbook is current as of June 15, 2016, and will be updated as appropriate. It is essential that you keep the most current copy of this handbook readily available for reference. Updated materials will be made available on the JCR website at <http://www.jcrinc.com/cjcp-certification>. As always, the CJCP® Candidate Handbook is free of charge and available to download.

### Mission of the CJCP® Program

The mission of the Certified Joint Commission Professional™ program is to provide professional recognition to accreditation professionals to enhance, and be acknowledged for, their Joint Commission accreditation and survey preparedness expertise. The Joint Commission recognizes the key role that these professionals play in ensuring the safety and quality of care in their health care organizations. Furthermore, The Joint Commission recognizes the key role that these individuals play in assisting and leading accreditation responsibility.

CJCP® is the only professional certification program endorsed by The Joint Commission. As a Certified Joint Commission Professional™ (CJCP®), individuals will demonstrate that they possess the highest level of knowledge in accreditation compliance, survey readiness, performance improvement, and more.

The CJCP® program is governed by The Joint Commission and Joint Commission Resources through robust policies, procedures, and bylaws that are reviewed and updated regularly. Please refer

## CJCP Candidate Handbook | June 15, 2016

to pages 8–10 of this handbook for an overview of the missions of both The Joint Commission and Joint Commission Resources.

**Professional Growth for an Individual:** The CJCP® credential will allow you to be recognized by your organization, additional healthcare organizations, and by your peers as a certified accreditation professional. It demonstrates that you have a competitive edge in your professional field, a proven knowledge of Joint Commission standards and survey process, and allows you the opportunity for career advancements. Your CJCP® status publicly acknowledges you as an accreditation leader supporting patient safety.

As a CJCP®, professionals have the opportunity for elite benefits from JCR including networking platforms, free education events that are awarded continuing education credit hours, participation in mentorship programs, recognition at live events, exclusive newsletter and communications, and other miscellaneous ongoing perks such as three-month trial offers to various JCR products and services.

**Professional Growth for an Organization:** Your employer will also benefit from your CJCP® status. CJCP® certification signifies that you have reached the capstone of accreditation experience, so you can help your organization meet its rigorous quality and safety goals. As a CJCP®, you will be more prepared than ever to work with staff to achieve continuous compliance with Joint Commission standards and national regulations. CJCP® certification is an important credential that signals a powerful commitment to quality and safe care for the patients and communities that your organization serves.

As CJCP® continues to grow, many organizations are now examining whether or not CJCP® should be a hiring requirement, a performance goal expectation for individuals and/or teams, and at the very least, are considering opportunities for career growth through tuition reimbursement.

### About the Testing Agency, AMP, a PSI Business

All CJCP® examinations are conducted by AMP, a PSI Business, a leader in test writing, analysis, and hosting for proctored examinations. PSI/AMP has partnered with JCR to develop, administer, score, and analyze the CJCP® examination. JCR has relied on PSI/AMP for their expertise in examination development since the launch of the CJCP® product line in 2012.

PSI/AMP is a private corporation owned by PSI Services LLC in Burbank, California. PSI/AMP has been providing quality certification testing services for more than 30 years. PSI/AMP's focus is

providing a full range of certification services, including test development and delivery, in a client-focused manner.

PSI Services LLC (PSI) has 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations and certifying bodies. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, license management services and professional services.

### **Assessment Center Locations**

There are PSI/AMP Assessment Centers located in all states and in major metropolitan areas. You will have approximately 190 testing centers from which to choose, so you may take the examination at a location of your choice. A current listing of PSI/AMP Assessment Centers, including addresses and driving directions, can be found at <http://www.goAMP.com>.

### Statement of Nondiscrimination

Neither JCR nor The Joint Commission nor PSI/AMP will discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status, or any other legally protected characteristic.

### About the Examination

The formal CJCP® examination consists of 150 multiple-choice questions. The examination is provided electronically, is timed, and administered only at a PSI/AMP Assessment Center. Although we understand that many organizations are surveyed under different accreditation manuals, content for the CJCP® examination will be reflective of the *Comprehensive Accreditation Manual for Hospitals (CAMH)*, along with the CMS State Operations Manual and Code for Federal Regulations. For these reasons, eligibility for CJCP® is limited to those working in a United States domestic hospital-based setting or hospital-based organization.

The examination was developed with the help of a psychometrician—a professional who is skilled in the development of test questions, holds a doctoral degree in the measurement of discipline and psychology, and is able to apply mental measurement. Content and subject matter experts from The Joint Commission and JCR were involved in the writing of, critiquing of, and fair debate over rigorous test questions that are on the CJCP® examination. When new questions are developed and replaced on current examinations, a formal process is applied to ensure rigorous and fair review. After the program was officially launched, a respected passing point analysis was conducted to ensure an

acceptable passing score for candidates (learn more about the passing point study on page 29 of this handbook).

The CJCP® exam includes questions from the following topics:

- Understanding the Joint Commission accreditation processes (including questions on the Federal Conditions of Participation of the Centers for Medicare & Medicaid Services)
- Joint Commission standards (including a special focus on Medical Staff, Environment of Care, Life Safety and Statement of Conditions™)
- Leadership skills
- Ongoing performance improvement
- Patient safety

### **CJCP® Eligibility Requirements (subject to change)**

CJCP® is available currently to candidates working domestically within the United States, and to candidates working within a hospital, hospital-based organization, or hospital system. Home care professionals, ambulatory care professionals, behavioral health professionals, and international candidates, etc., are currently ineligible.

JCR has conducted many market research studies to determine whether or not we should expand to the ambulatory, behavioral health, and/or the international field. At this time, the data from our customers is not compelling enough for the expansion. However, we will revisit this opportunity in the future to see if the demand will increase. Please continue to watch JCR's website for the most current information or e-mail us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).

A candidate seeking CJCP® certification must meet the following eligibility requirements:

1. Eligibility Requirements for a potential candidate include:

- a. Bachelor's degree or higher with current employment at a hospital, organization, or system level for at least two (2) years in an accreditation preparation, assistance, coordination, management, or maintenance role.
  - i. If current employment is less than two (2) years, candidate must have three (3) consecutive years of previous employment in an accreditation preparation role (includes hospital/system, home care, ambulatory care, long term care, or behavioral health care organization).

OR

- b. Associate's degree or a Registered Nurse with current employment at a hospital, organization, or system level for at least five (5) years with experience in an accreditation preparation, assistance, coordination, management, or maintenance role.

## CJCP Candidate Handbook | June 15, 2016

- i. If current employment is less than five (5) years, candidate must have four (4) consecutive years of previous employment in an accreditation preparation role (includes hospital/system, home care, ambulatory care, long term care, or behavioral health care organization).
2. A complete application must be submitted by the required due date (examination dates and schedules are published online). An application is considered complete if it includes the following:
  - a. Complete electronic application (available online), or complete paper copy
  - b. Applicant's current job description
  - c. Letter from the applicant's current hospital or hospital system executive (such as the Hospital Administrator, Chief Nursing Officer, Chief Operating Officer) confirming the applicant's current position and responsibilities
  - d. Organizational chart from the applicant's current hospital or hospital system that demonstrates his or her job role
  - e. \$375 application fee
  - f. Signed agreement to be available, if selected, for a random scheduled interview conducted by a JCR staff member and/or CJCP® team member

### ***Request for Appeals***

JCR understands that there are potential candidates who feel they are eligible for CJCP® but, for one reason or another, do not meet the eligibility requirements. For example, a candidate may exceed the work experience level (twenty [20] years, when the requirement is five [5] years), yet lack the required education level. Or, a candidate has worked as an accreditation manager within an ambulatory care clinic for numerous years, but has just made a career change to a hospital system as an accreditation manager and is in that position for less than two (2) years. Such candidates may submit an Appeals Request. To submit an Appeals Request, a candidate must first request the form in writing. Candidates can e-mail the request to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com) or to this same address for any specific questions they have or guidance associated with the appeal.

Appeals are free of charge to candidates and are found to be very customer friendly. Within the appeal, a candidate expresses the reason as to why they should be considered for the examination, and what eligibility requirements he or she is currently lacking. This is an opportunity for potential candidates to “state their case” and share their reasons for wanting to invest in this program.

Once a completed Appeal is received, it is processed and reviewed by the CJCP® Steering Committee. The committee has the opportunity to ask candidates any further questions, including clarification if needed. Ultimately, the CJCP® Steering Committee votes on all individual appeal applications.

## CJCP Candidate Handbook | June 15, 2016

A formal decision on an Appeal received will be provided to the candidate within thirty (30) days receipt of a completed and deliberated application. A formal written response as to the Steering Committee's approval or denial will be provided to the candidate within one (1) month after the notifying decision. This formal written response will provide a detailed reason for the decision, if denied.

Should the appeal be approved, the candidate will be given instructions on how to submit a formal application and what additional steps should be taken toward examination preparation. Changes to Policy on Applicant Appeals (March, 2016) have been made and while consistent, it is important to know that an approved appeal applicant must submit a formal application for CJCP within three (3) months of the appeal approval date.

Should the appeal be disapproved, the candidate will be given a formal response letter with the reasons for the denial. Candidates will further get an opportunity to re-appeal one year after submission of the original appeal (per policy/procedure).

Since the launch of the program itself, many appeals have been received and debated on, about half of those received have been successfully approved.

### ***Registering for an Examination***

Examination registration is available online at <http://www.goAMP.com/candidatehome/CandidateInformation>. The site includes step-by-step instructions for the application process. Candidates registering online will be required to provide a credit card for payment. Once registered, candidates must submit the necessary documentation showing eligibility to PSI/AMP for processing. Documentation may be submitted in PDF format as an e-mail attachment to [AMPExaminationServices@goAMP.com](mailto:AMPExaminationServices@goAMP.com).

To apply by mail, download and print the application (see Figure 1, page 18) from the website above and mail it with your examination fee (credit card number, cashier's check, or money order made payable to PSI/AMP) and accompanying eligibility documents to:

PSI/AMP  
18000 W. 105th Street  
Olathe, KS 66061-7543

An e-mail notification confirming your status will be sent approximately ten (10) business days after receipt of your materials. Eligible candidates will be provided instructions for scheduling an examination appointment.



Your application will only be considered if:

- All information requested is complete, legible, and accurate.
- The appropriate fee and eligibility documents accompany your application.
- You meet the eligibility requirements for the examination.

***Scheduling the Examination***

Approximately two (2) weeks after receipt of your application, if your application is determined to be complete and your eligibility is not in question, you will receive a confirmation e-mail and postcard prompting you to schedule an examination appointment. If your eligibility cannot be confirmed or your application is incomplete, you will be notified by e-mail or mail and asked to submit additional information. If you do not receive a response within four (4) weeks of applying, contact PSI/AMP at 888/519-9901.

<b>Table 1. Scheduling Your Examination</b>	
<b>If you contact PSI/AMP by 3:00 PM Central Time on . . .</b>	<b>Depending on availability, your examination may be scheduled as early as . . .</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

Your confirmation notice will include a website address or toll-free telephone number that you can use to schedule your examination appointment (see Table 1, above). If scheduling online, you will be able to choose your examination location from a list of potential sites. If scheduling by phone, the PSI/AMP Candidate Services will work with you to find a testing site that is convenient for you.

The examination will be administered by appointment only, Monday through Saturday at 9:00 a.m. or 1:30 p.m. Examination dates and times are scheduled on a first-come, first-served basis.

When scheduling your examination appointment, be prepared to choose a location and a preferred date and time for testing. For identification purposes, you will be asked to provide your unique identification number, which will be assigned to you during the application process. When you call or go online to schedule your appointment, you will be given a confirmation of your date and

## CJCP Candidate Handbook | June 15, 2016

time to report to the PSI/AMP Assessment Center. If you have provided an e-mail address, you will receive an e-mail confirmation.

### **Holidays**

Exams will not be offered on nationally recognized holidays. For a full listing of these holidays, please view [www.goAmp.com](http://www.goAmp.com) or contact them at 888/519-9901.

### **Identification**

When you arrive at the assessment center for your examination, there will be signs indicating where you should check in. To gain admission to the assessment center, you must present two (2) current forms of identification—a primary and a secondary form. Your primary form of ID must include a recent photograph. Both forms of identification must include your current name and signature. You will also be required to sign a roster for verification of identity.

Appropriate forms of primary identification include the following:

- Current driver's license with photograph
- Current state identification card with photograph
- Current passport with photograph
- Current military identification card with photograph

Your secondary form of identification must display your name and signature for signature verification. Examples of appropriate forms of secondary identification include the following:

- Credit card with your signature
- Social Security card with your signature
- Employment/student ID card with your signature

If your name on your identification does not match the name on your examination registration, you must bring proof of name change (for example, marriage license, divorce decree, or court order).

### **Security**

For security purposes, all PSI/AMP Assessment Centers are continuously monitored by audio and video surveillance equipment.

The following security procedures will apply during the exam:

- Cameras, pagers, or cellular/smart phones will NOT be allowed in the testing room. Possession of a cellular/smart phone or other electronic device will result in dismissal from the examination. If you are dismissed, you forfeit your examination application fee.

# CJCP Candidate Handbook | June 15, 2016



## Certified Joint Commission Professional (CJCP™) EXAMINATION APPLICATION

You must complete all sections of this form. Please include credit card information or enclose a cashier's check or money order payable to AMP for the appropriate amount. Mail the application and fee to:

**CJCP Examination, PSI/AMP, 18000 W. 105th St., Olathe, KS 66061-7543.**  
**For further information, you may call Candidate Services at 888-519-9901.**

### PERSONAL INFORMATION *(please print using black or blue ink)*

Name: \_\_\_\_\_  
(Last, First, Middle)

Date of Birth: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_ Evening Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

### ELIGIBILITY REQUIREMENTS – *Please indicate which of the following eligibility requirements qualifies you for the examination:*

- Bachelor's degree or higher** with current employment at a hospital, organization, system level for at least two (2) years in an accreditation preparation, assistance, coordination, management, or maintenance role.
- Bachelor's degree or higher** with current employment at a hospital, organization, system level **with less than two (2) years** in an accreditation preparation, assistance, coordination, management, or maintenance role. However, I do have three (3) consecutive years of previous employment in an accreditation preparation role (which could include a hospital/system, home care, ambulatory care, long term care, or behavioral health care organization.)
- Associate's degree or a Registered Nurse** with current employment at a hospital, organization, system level for at least five (5) years experience in an accreditation preparation, assistance, coordination, management, or maintenance role.
- Associate's degree or a Registered Nurse** with current employment at a hospital, organization, system level **with less than five (5) years**, in an accreditation preparation, assistance, coordination, management, or maintenance role. However, I do have four (4) consecutive years of previous employment in an accreditation preparation role (which could include a hospital/system, home care, ambulatory care, long term care, or behavioral health care organization.)
- I have been approved by JCR to qualify for the examination by waiver.

### EXAMINATION INFORMATION

I am including a Special Accommodations Request:

- No
- Yes *(Complete the form included in this handbook.)*

I am a:  New Applicant

- Reapplicant
- Recertifier

### EXAMINATION FEE

Payment of the \$375 examination fee may be made by credit card, cashier's check or money order made payable to AMP.

If payment is made by credit card, complete the following;

- VISA       MasterCard
- Discover       American Express

*I agree to pay the amount indicated according to card issuer agreement.*

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Name on Card

\_\_\_\_\_  
Signature

Figure 1. Download the CJCP® application at <http://www.goAMP.com/candidatehome/CandidateInformation.aspx>.

# CJCP Candidate Handbook | June 15, 2016

## EMPLOYMENT INFORMATION

Title at CURRENT place of employment: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

State, Zip: \_\_\_\_\_ Dates of Employment: \_\_\_\_\_

Telephone of Organization: \_\_\_\_\_ Contact for Verification: \_\_\_\_\_

Title at PREVIOUS place of employment: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

State, Zip: \_\_\_\_\_ Dates of Employment: \_\_\_\_\_

Telephone of Organization: \_\_\_\_\_ Contact for Verification: \_\_\_\_\_

## DEMOGRAPHIC QUESTIONS

1. Highest Education Level Achieved:
- Diploma in Nursing (Registered Nurse)
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree
  - Medical Degree (MD, DO)
  - Doctoral Degree (other than medical doctor)
2. Years of experience in healthcare quality, Joint Commission accreditation preparation, coordination, assistance, management, or maintenance:
- 2 years
  - 3-5 years
  - 6-9 years
  - 10-15 years
  - 16-19 years
  - More than 20 years
3. Choose the title that best describes you:
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Director of Quality/PI    | <input type="checkbox"/> Chief Nursing Officer | <input type="checkbox"/> Compliance Officer                  |
| <input type="checkbox"/> Accreditation Coordinator | <input type="checkbox"/> Nurse Manager         | <input type="checkbox"/> Director of Engineering/Maintenance |
| <input type="checkbox"/> Risk Manager              | <input type="checkbox"/> Chief Medical Officer | <input type="checkbox"/> Facilities Manager                  |
| <input type="checkbox"/> Patient Safety Officer    | <input type="checkbox"/> Physician             | <input type="checkbox"/> Medical Staff Services Professional |

## SIGNATURE

By passing the exam, I give permission to JCR and The Joint Commission to publish my name on their website or within social media.

I understand that JCR will be doing telephone interviews of CJCP Candidates as part of the application process and that I may be called for such interview.

I understand that the following accompanying materials must be received prior to my application being deemed complete:

- copy of my current job description
- letter from my current hospital, organization, or system executive (such as the Administrator, Chief Nursing Officer, Chief Operating Officer, Company President) confirming my current position and responsibilities.
- copy of my current organizational chart which demonstrates my job role

Should I pass the exam, I understand that my application fee includes a formal certificate. The formal certificate will be mailed to the address listed on this application form.

**Sign and date in ink.**

Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Page 2 of 2  
4/28/2016

Figure 1. Download the CJCP® application at <http://www.goAMP.com/candidatehome/CandidateInformation.aspx>.

## CJCP Candidate Handbook | June 15, 2016

- Calculators, notes, or tape recorders will NOT be allowed in the examination room.
- Guests, visitors, or family members will NOT be allowed in the testing room or in the reception areas.
- Candidates may be subjected to a metal detection scan upon entering the examination room.

### ***Personal Belongings***

Do not bring personal items, valuables, computers, tablets, or weapons to the assessment center. You will be permitted to bring eyeglasses, a wallet, keys, a watch, a hat, and a coat. Coats must be left outside the testing room. You will be given a soft locker inside the testing room to store your wallet, keys, watch, and hat. You will not have access to any of these items until after the examination is completed. If your personal items will not all fit in your locker, you must leave them in your car. Assessment center personnel will not be responsible for your personal items.

Once you have placed everything into your locker, you will be asked to pull out your pockets to show they are empty. If any personal items are found in the testing room after the examination begins, you will be dismissed. If you are dismissed from the examination, you will need to reapply in order to take the examination again, and your examination fee will be forfeited.

### ***Delivery of the Examination***

Your examination will be given via computer at a PSI/AMP Assessment Center. You do not need any computer experience or typing skills to take the exam. There will be a proctor on site to help you get started and to answer any computer-related questions. On the day of your examination appointment, report to the assessment center at your scheduled testing time.

If you arrive more than fifteen (15) minutes late, you will not be admitted.

You will have three (3) hours to complete the examination. All examinations will be proctored. You will need to have a passing rate for successful completion of the examination.

### ***Candidate Comments During the Examination***

During the examination, candidates are given the opportunity to provide comments to both JCR and/or PSI/AMP about the particular exam or questions. The proctor will review with you a button on the compute that displays an exclamation period (!). It will be found to the left of the time button. When clicking on the exclamation period within a question on the exam, a dialog box will open. This allows a candidate to not only put their notes in should they wish to return to a question that is left unanswered, it also allows the candidate to provide comments to JCR. We review each of

the comments left be it challenges to specific test questions, or statements being “this question is too easy” or “this question is too hard.”

Candidate comments will be reviewed, but individual responses will not be provided. At the completion of the examination testing month, all comments are reviewed by JCR staff in reference to the cited questions. We encourage you to provide comments to us so that we can continuously make improvements to the examination or follow-up with candidates on any challenging results.

In addition, the HELP screen is presented to all candidates at the beginning of the examination and is available at any time during the examination by selecting the “HELP” button. The help screen describes the “COMMENT” feature and candidates may select the hyperlink “Online Comments” if they need more information.

### ***Examination Restrictions***

During the examination, the following restrictions will apply:

- Pencils will be provided during check-in, so you will not be allowed to bring your own into the examination room.
- During the examination, you will be allowed to use one piece of scratch paper at a time, which will be given to you by the proctor. You must turn in your used scratch paper to the proctor to get an additional sheet. At the completion of testing, you must return all scratch paper to the proctor before you receive your score.
- No documents or notes of any kind may be removed from the assessment center.
- You may not ask questions concerning examination content during the session.
- Eating, drinking, or smoking will not be permitted in the assessment center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

### **Score Reports**

Upon completion of the CJCP examination, your assigned Proctor will provide you with your pass/fail results within minutes of completing the examination. Your results will be provided to you in the form of an official Score Report. The Score Report will contain your picture, candidate ID number, the date of your CJCP examination, the control number for determining your actual exam and testing site location, and your address including city and state. The Score Report will also provide you with an aggregate score for each content area on the exam so that you can see the number of questions you scored correctly/incorrectly. All candidates will receive a Score Report after completion of the examination whether or not they pass or fail. For candidates taking the examination during the month of January, they will receive a temporary Score Report until the final Score Report is available (after the passing point study).

Please refer to pages 67–69 for samples of the official CJCP Score Report.

Please refer to pages 29–30 for more information on the passing point study.

### **Special Arrangements for Candidates with Disabilities**

In accordance with the Americans with Disabilities Act (ADA), PSI/AMP will strive to ensure that no individual with a disability, as defined by the ADA, is deprived of the opportunity to take the examination solely by reason of that disability.

PSI/AMP will provide reasonable accommodations for candidates with disabilities. Wheelchair access is available at all established PSI/AMP Assessment Centers. You must advise PSI/AMP at the time of scheduling that wheelchair access is necessary.

Candidates with visual, sensory, physical, or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements, which will be reviewed by PSI/AMP. If you need special accommodations, you must call PSI/AMP at 888/519-9901 to schedule your examination. A *Request for Special Examination Accommodations* form (see Figure 2, pages 23–24) and a statement of the specific type of assistance needed **must be made in writing** at least forty-five (45) calendar days before your desired examination date. PSI/AMP will review your request and will contact you within five (5) business days regarding the decision for accommodations.



**REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS**

If you have a disability covered by the Americans with Disabilities Act, **please complete this form and the Documentation of Disability-Related Needs on the reverse side and submit it with your application at least 45 days prior to your requested examination date.** The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

**Candidate Information**

Candidate ID # \_\_\_\_\_ Requested Assessment Center: \_\_\_\_\_

\_\_\_\_\_  
Name (Last, First, Middle Initial, Former Name)

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_ Email Address \_\_\_\_\_

**Special Accommodations**

I request special accommodations for the \_\_\_\_\_ examination.

Please provide (check all that apply):

- Reader
- Extended testing time (time and a half)
- Reduced distraction environment
- Please specify below if other special accommodations are needed.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**PLEASE READ AND SIGN:**

I give my permission for my diagnosing professional to discuss with PSI/AMP staff my records and history as they relate to the requested accommodation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form with your examination application and fee to:  
Examination Services, PSI/AMP, 18000 W. 105th St., Olathe, KS 66061-7543  
If you have questions, call Candidate Services at 888-519-9901.**

Figure 2. Request for Special Accommodations must be made in writing at least 45 calendar days before your desired examination date.





**DOCUMENTATION OF  
DISABILITY-RELATED NEEDS**

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that PSI/AMP is able to provide the required accommodations.

**Professional Documentation**

I have known \_\_\_\_\_ since \_\_\_\_ / \_\_\_\_ / \_\_\_\_ in my capacity as a  
Candidate Name Date

\_\_\_\_\_  
My Professional Title

The candidate discussed with me the nature of the test to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Date: \_\_\_\_\_ License # (if applicable): \_\_\_\_\_

**Return this form with your examination application and fee to:  
Examination Services, PSI/AMP, 18000 W. 105th St., Olathe, KS 66061-7543  
If you have questions, call Candidate Services at 888-519-9901.**

Figure 2. Request for Special Accommodations must be made in writing at least 45 calendar days before your desired examination date.

***Rescheduling or Canceling an Examination***

You may reschedule your appointment one (1) time at no charge. To reschedule, call PSI/AMP at 888/519-9901 at least two (2) business days prior to your scheduled appointment (see Table 2, below, for additional rescheduling information). As a reminder, candidates have only one full year to test for CJCP®—twelve (12) months from the date of their application. You must schedule and sit for the exam within this time frame or you will forfeit your application and associated application fee.

<b>Table 2. Rescheduling Your Examination</b>	
<b>If the examination is scheduled on . . .</b>	<b>AMP must be contacted by 3:00 PM CST to reschedule the examination by the previous . . .</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

***Missed Appointments and Cancellations***

A new, complete application and examination fee will be required to reapply for examination under the following circumstances:

- You wish to reschedule an examination, but fail to contact PSI/AMP at least two (2) business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than fifteen (15) minutes late for an examination.
- You fail to report for an examination appointment.

***Inclement Weather, Power Failure, or Emergency***

Every attempt will be made to administer the examination as scheduled; however, in the event of inclement weather or unforeseen emergencies on the day of an examination, PSI/AMP will determine whether circumstances warrant cancellation and subsequent rescheduling.

To determine whether your examination has been canceled, you may visit the PSI/AMP website at <http://www.goAMP.com> prior to the examination. Cancellation information will be posted as soon as PSI/AMP is notified by the proctor that the examination has been canceled. Should an

examination be canceled, all scheduled candidates will receive notification by phone or by e-mail regarding rescheduling or reapplication procedures.

If there is a power failure during your examination, your test will be restarted. Your answers up to the point of interruption will be saved, but for security reasons, the examination questions will be scrambled.

### ***Misconduct***

If you engage in any conduct such as the following during the examination, you may be dismissed from the examination and from the facility:

- Create a disturbance, are abusive, or are otherwise uncooperative
- Display and/or use electronic communications equipment such as tablets, or cellular/smart phones
- Talk during the examination
- Give or receive help, or are suspected of doing so
- Leave the assessment center building during the examination
- Attempt to record examination questions or make notes about the content of the examination
- Attempt to take the examination for someone else
- Are observed with personal belongings inside the testing room after the examination has started
- Are observed with notes, books, or other aids without preapproval (see Special Arrangements for Candidates with Disabilities)

If you are dismissed for misconduct, your scores will not be reported and your examination fee will not be refunded.

### ***Disciplinary Action***

Grounds for Discipline:

1. Any test score believed to have been tampered with or obtained in a questionable manner
2. Any act or omission that violates the criminal laws of any state or country in which that individual resides or is employed
3. Any act that is the proper basis for suspension of a professional license
4. Any act or omission that violates the rules and procedures for obtaining or maintaining certification found in this guideline
5. Any misrepresentation of certification status

Forms of Discipline:

1. Cancellation of a candidate's test score
2. Suspension of the right to use the CJCP® credential for a specified period of time
3. Permanent revocation of the right to use the CJCP® credential

**Sample CJCP® Examination Questions (multiple choice)**

1. What is The Joint Commission's "deemed status" relationship?
  - a) The Joint Commission's cooperative agreement with other accrediting bodies
  - b) The Joint Commission's relationship with state regulatory agencies and the Centers for Medicare & Medicaid Services (CMS)
  - c) The Joint Commission's relationship with the professional associations represented on The Joint Commission's Board of Commissioners, including the American Medical Association (AMA)

**Answer: b**

2. Who should review and consider clinical practice guidelines when designing or improving processes?
  - a) Leaders
  - b) Leaders and the organized medical staff
  - c) An interdisciplinary team of clinicians representing multiple hospital departments

**Answer: b**

3. The Joint Commission's accreditation process reviews:
  - a) A hospital's activities in response to sentinel events
  - b) Documentation of internal legal review of root causes
  - c) Patient safety committee meeting minutes of sentinel event reviews

**Answer: a**

4. How do leaders regularly evaluate the culture of safety and quality?
  - a) Using valid and reliable tools
  - b) Using anonymous reporting systems
  - c) Using no-blame consensus building

**Answer: a**

5. When a hospital redesigns a new or modified service or process, it incorporates information about
- a) sentinel events
  - b) wrong site surgery
  - c) suicide risks

**Answer: a**

6. Hospitals that submit National Quality Improvement Goal data are required to report on:
- a) three of the six measure sets
  - b) four of the six measure sets
  - c) five of the six measure sets

**Answer: b**

7. The hospital's information plan identifies
- a) a Chief Information Officer (CIO) responsible for maintaining safety.
  - b) the external information necessary to assess safe, quality care.
  - c) the internal and external information necessary to provide safe, quality care.

**Answer: c**

8. The topics evaluated with system tracers are:
- a) leadership, data use, and medication management
  - b) data use, infection control, and medication management
  - c) medication management, emergency management, and data use

**Answer: b**

9. A patient is concerned about the care she received and tells the staff she wants to file a complaint with the state. What should the hospital do?
- a) Inform the physician of the patient's concerns.
  - b) Notify the hospital's risk manager
  - c) Provide the patient with the appropriate phone number and address to do so.

**Answer: c**

### ***Passing Point Study***

In January, 2013, Joint Commission Resources collaborated with PSI/AMP to conduct the original Passing Point Study. The purpose of this study was to establish a minimum passing standard for the CJCP® professional determined by the difficulty of the examination itself. When new forms of the CJCP® examination are introduced, a certain number of CJCP® examination questions in the various content areas are replaced by new CJCP® examination questions. These changes may cause one form of the CJCP® examination to be slightly easier or harder than other examination forms. To adjust for these differences in difficulty, a procedure called “equating” is used to maintain the same passing standard for all candidates, regardless of differences in individual examination form difficulty. In order to conduct “equating”, information on all new examination items must be gathered. Therefore, information about the new examination forms is gathered during the first testing month of the year, which is January (annually), to then be used to determine equitable passing standards each new examination form.

The method used to set the minimum passing score is the Angoff method in which expert judges estimate the passing probability of a minimally competent examinee correctly responding to each question on the CJCP® examination. These ratings are then averaged to determine the preliminary minimum passing score (that is, the number of correctly answered questions required to pass the CJCP® examination). This method takes into account the difficulty of the CJCP® examination. The minimum passing score is validated by the performance of the candidates and is applied consistently across all candidates who take the CJCP® examination.

It is important to note that if you are testing during a January testing month, you will not immediately receive your official Score Report until mid-February, or as soon as the passing point study is complete. When the final results are available, January testing candidates will receive their Score Reports in the mail. During this waiting period, JCR staff will make personal phone calls to the candidates to share their pass or fail results as soon as the information is available. If a candidate feels that they would prefer to receive their scores immediately, we do encourage you to schedule your examination during any of the other testing months—April, July, or October.

Conclusions of our recent equating procedures have confirmed that the passing score needed adjustment in 2015 and 2016, while it remained consistent in 2013 and 2014.

### **Passing Score**

According to results from established equating procedures, the passing score for the CJCP® examination may be modified. This is ultimately beneficial for the testing candidate to ensure that the examination is scored fairly, and ensures an equal level of difficulty to pass the CJCP® examination regardless of which examination form is administered (there are two examinations). When CJCP® first launched, the passing score was 80% or 120 out of 150 questions scored correctly. With each modified CJCP® examination, the scores are weighed and may be adjusted at the direction of our Psychometrician.

For 2016, there are currently two CJCP® examinations which are distributed randomly. Depending on the template that you receive, the passing score needed is either 78.0% or 117 out of 150 questions scored correctly, OR, 79.3% or 119 out of 150 questions scored correctly. Passing scores vary across examination forms to compensate for the difficulty level of each form, and to maintain the same level of difficulty to pass regardless of which form is administered. It is important to remember that while the passing score is set for 2016, it may be adjusted based on the passing score for 2017.

### **Recertification Requirements**

Certification expires after a three (3)-year period. Each three (3)-year period is unique for each CJCP® and starts on the date that they successfully completed the examination and earned the credential. Certification begins the day of this achievement and ends three years from its starting point. For example, if a candidate passed the CJCP® examination on April 2, 2016, their individual certification term is April 2, 2016, to April 2, 2019.

All CJCPs® are encouraged to recertify to maintain their privileges and recognition with JCR. If your CJCP® has expired, and you have failed to renew, you can no longer refer to yourself as a CJCP®, nor can you reference this designation within your title, either personal or professional.

When CJCP® launched in September 2012, our recertification requirements were exclusive to obtaining CJCP® credit hours through only JCR sponsored events. In early 2014, modifications were made to the recertification requirements based on feedback from CJCPs®, ultimately allowing for non-JCR events to be awarded with CJCP® credit hours towards recertification (provided that they meet the criteria). The information below is the most current as of the date of this Handbook, June 15, 2016.

## **Eligibility**

### **CJCP® Recertification Eligibility Requirements for potential candidates include:**

1. Current JCR Certification as a CJCP®
2. Submission of recertification application within sixty (60) days' completion of the three (3)-year certification period. If an applicant has a lapse in certification by more than 60 days, he or she must start the certification process from the beginning.
3. Thirty (30) hours of CJCP® approved education credit hours within the 3-year period. The total 30 hours must be JCR approved education activities and could consist of live education or face-to-face learning, custom education, Web-based training, JCRQSN broadcasts, or audio-conferences. At a minimum, a CJCP® needs to obtain 20 CJCP® credit hours exclusively from JCR events (listed on the document titled "Potential CJCP® Credit Hour Opportunities for CJCP® Recertification" on pages 93–122 of this handbook, and also on our website.) The remaining 10 CJCP® credit hours needed toward recertification may be obtained from non-JCR events provided that they are approved by JCR.

(Although it is not required, CJCPs® are encouraged to acquire ten (10) CJCP® credit hours per year rather than acquiring all thirty (30) in one (1) year. This is recommended to maintain current knowledge/skills.)

4. If a CJCP® does not have at least 30 CJCP® credit hours at the end of the 3-year CJCP® period, he/she loses certification until he/she attains at least 10 JCR exclusive CJCP® credit hours and successfully completes the CJCP® recertification examination in the same twelve (12)-month period.

## **Recertification Fees**

The fee for recertification is \$350.

## **Application Requirements**

Application requirements include:

- Meeting application due dates
- Applications include:
  - Completion of formal electronic reapplication
  - Submission of reapplication fee of \$350
  - Agreement to be available, if selected, for a random scheduled interview (conducted by a JCR staff member)



- Agreement to be randomly audited including a review of programs completed for CJCP® credit hours. This may include validating proof of participation including a certificate of attendance for example, for non-JCR events.

### ***Maintenance of Certification***

As a CJCP®, you will receive ongoing communications from JCR and The Joint Commission, which will include reminders about upcoming events, reapplication deadlines, and guidelines to stay current with your CJCP® certification. Staff from JCR will be in constant communication with you about approved programs for CJCP® credit hours (including JCR and non-JCR programs), upcoming events, and other opportunities. Should your three (3)-year term expire before you seek recertification, you will need to reapply and meet the original eligibility requirements.

The Joint Commission and Joint Commission Resources prohibit a professional from using the CJCP® designation after his or her name in a fraudulent matter (misrepresentation when your certification has expired and has not been renewed). All currently certified and recertified CJCP® professionals will be publicly listed on our website by name and state. Should you be aware that an individual is fraudulently using the CJCP® credential, we ask that you report this individual to us by calling 630/792-5444 or by e-mail to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).

### ***Continuing Education Requirements for Recertification/Opportunities***

Opportunities to meet the CJCP® credit hours requirement for recertification are offered by JCR live and electronic products, in addition to select non-JCR events. To determine whether a program is appropriate for you, please refer to the approved listing of courses entitled “Potential CJCP® Credit Hour Opportunities for CJCP® Recertification” on our website. A sample of this listing is found on pages 93–122 of this handbook. However, due to the fact that this listing is continuously updated as new programs are approved, we encourage you to view our website frequently so that you have the most current information. When reviewing JCR programs and events, all marketing materials for applicable Joint Commission and Joint Commission Resources programs will include the orange CJCP® logo signifying CJCP® credit approval.

### ***Obtaining CJCP® Equivalency Credit Hour Approval from Non-JCR Events***

JCR recognizes that there are quality education programs that a CJCP® may attend that are not offered by Joint Commission Resources and/or The Joint Commission. To assist CJCPs® with a means to acquire equivalency credit hours, a policy/procedure was developed, along with an application process.

## CJCP Candidate Handbook | June 15, 2016

At a minimum, the following criteria must be met in order for a non-CJCP® educational offering to be awarded equivalency credit hours:

- The organization should offer continuing education hours at a minimum for the Accreditation Council for Continuing Medical Education (ACCME), and/or the American College of Healthcare Executives (ACHE), and/or the American Nurses Credentials Center (ANCC) credits, and/ or the California Board of Nursing credits. The organization's accreditation status must be in good standing with the relevant accrediting bodies.
- The organization must have faculty with the level of expertise and/or field experience consistent with that of JCR Consultants, Joint Commission Surveyors, and/or Joint Commission enterprise staff who are subject matter experts.
- The educational offering must cover content specific to the needs of the CJCP® professional. The focus of the programs, while not exclusive, needs to cover at least one of the following: Joint Commission hospital accreditation standards, National Patient Safety Goals (for hospitals), the Joint Commission survey process for hospitals, and quality improvement and patient safety in health care, in such breadth and depth that it meets the quality of other CJCP® and Equivalency Credit offerings, as determined by the CJCP® Steering Committee. While it is permissible to have other topics as part of the program, CJCP® credit hours will be calculated based on a determination of the relevance to the CJCP® professional by JCR.
- The educational offering being considered for Equivalency Credit can be delivered through any medium, including face-to-face learning, live or archived webinars or audio-conferences, or other enduring materials (with the exception of independent study through publications or literature, which is not permitted).

There are two specific applications for Acceptance of Continuing Education Credits Toward CJCP® Recertification Requirements—one for an individual CJCP® and one for one organization. The individual application is for an individual who is already a CJCP® and would like to have a program reviewed for credit hours only. The organization application is for the host of a conference, live event, enduring material, etc. By making a formal application to JCR for an educational offering, the organization (if approved) will be able to use CJCP® materials within their marketing (with limitations provided within the policy and acceptance letter).

Organizations who are hosting an education program (live, webinar, etc.) are encouraged to consider applying for CJCP® credit hours, especially if the content meets the requirements set forth. By doing so, consideration will be given to the applying organization, and if approved, select marketing logos may be used and provided by JCR.

Samples of both the individual and organization Application for Acceptance of Continuing Education Credits Toward CJCP® Recertification Requirements are on pages 86 and 89.

### ***Tracking CJCP® Credit Hours Toward Recertification***

A Certified Joint Commission Professional™ can start acquiring their CJCP® credit hours toward recertification at any time during their 3-year certification period. However, it is important to note that CJCP® credit hours will not be retroactive.

When a CJCP® is due for recertification, the re-application will ask them to provide a listing of CJCP® approved programs that he/she has attended during their certification period. A CJCP® must complete the required thirty (30) hours of approved credit hours during their certification period, or choose to retake the examination with a minimum number of hours.

The reapplication will ask candidates to list the programs they attended along with the approved credit hours. Candidates will not have to provide proof of attendance; however, they will be asked to sign an affirmation statement that they are providing truthful information and that they agree to be bound to a random audit should they be selected.

PSI/AMP processes and reviews all recertification applications on behalf of Joint Commission Resources. The process is similar to the original application, although recertification requirements will apply.

JCR conducts random audits of recertification applicants and selects one out of every ten applications received for review. Candidates who are part of this random audit will be asked to provide proof of participation in continuing education programs, and by that, may be asked to submit a certificate of attendance. This process will be required for not only JCR or The Joint Commission sponsored events, but especially important for non-JCR events. For these reasons, we encourage a CJCP to keep an ongoing file with documentation of CJCP credit hours earned during their certification term.

***Please also refer to the “Recertification Requirements” section for more information on CJCP® credit hours needed towards recertification and specifics. Please also refer to the Frequently Asked Questions section on Recertification for further guidance.***

### ***CJCP Request for Appeals – Recertification***

Joint Commission Resources anticipates that there may be some CJCP candidates who miss their recertification eligibility for various reasons unplanned or unforeseen. For example, someone may have missed their calculation of CJCP credit hours due to unforeseen medical leave, a change of employment, or even a change of decision to pursue CJCP recertification past their expiration deadline. For special circumstances, JCR will allow a former CJCP, or a CJCP with an upcoming expiration date to submit a Recertification Appeals Application. Please contact us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com) for more information on this process. We also encourage you to review the Policy on CJCP Recertification Application Appeals found on pages 123–124 within this Handbook.

### ***CJCP Recertification Application – Getting Started***

As a CJCP candidate is due for recertification, they will be contacted by JCR with friendly reminders leading up to the time frame to begin the formal recertification application. Applications for CJCP candidates recertifying will be accepted beginning up to sixty (60) days prior to a candidate's expiration date.

To begin the recertification application electronically, candidates will need to have their candidate ID number. This is the original number provided to you at the time of your original application. JCR will be resending that number to you, along with instructions on accessing the application with your temporary password. Once you are logged into the system, we do strong suggest that you create a new password for security purposes.

Your temporary password will be the capital first letter of your last name, capital first letter of your first name, zip code, and year originally certified.

The recertification application will ask you to provide a summary of your CJCP credit hours, changes in contact information, payment, along with completion of the attestation and potential audit notice. Therefore, when you are ready to begin your application process we suggest that you have the listing of the courses you have participated in readily available to easily note the CJCP credit hours earned, the dates of the events, etc. For easy reference, we suggest that you have the most current copy of the Potential CJCP Credit Hour Opportunities listing (found on our website <http://www.jcrinc.com/cjcp-certification/cjcp-recertification/>).

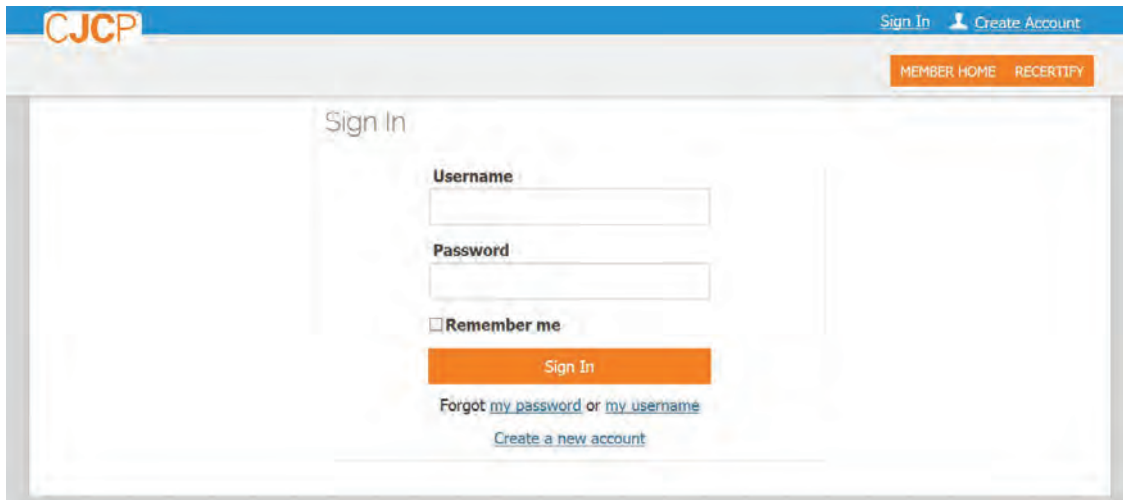
Since the inception of the CJCP recertification application process in November, 2015 (for the January, 2013 originating class), we have heard many compliments about the ease of the application process and customer friendliness.

# CJCP Candidate Handbook | June 15, 2016

Sample JCR Recertification System Screenshots:

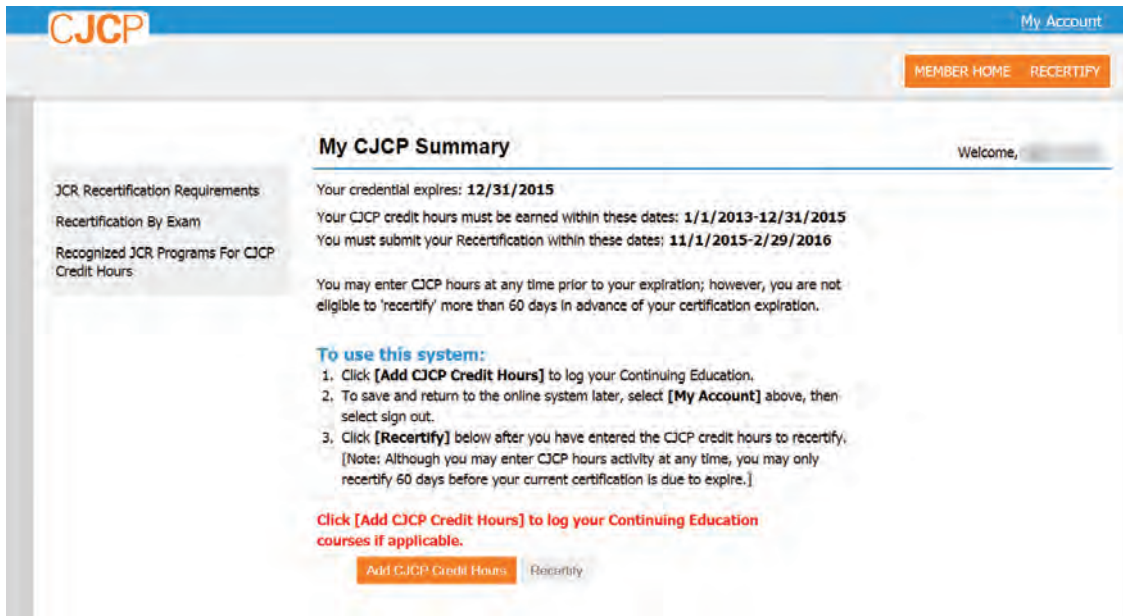
## JCR Recertification System Screenshots

Applicants will log in using their unique 9-digit ID number that was assigned to them when they tested with AMP. The initial password will be capital first letter of their first name, capital first letter of their last name, zip code, and year originally certified (ex: CE660612015).



The screenshot shows the 'Sign In' page of the CJCP Recertification System. At the top left is the CJCP logo. At the top right are links for 'Sign In' and 'Create Account'. Below these are two orange buttons: 'MEMBER HOME' and 'RECERTIFY'. The main content area is titled 'Sign In' and contains a form with the following elements: a 'Username' label and input field, a 'Password' label and input field, a checkbox for 'Remember me', an orange 'Sign In' button, a link for 'Forgot my password or my username', and a link for 'Create a new account'.

Once logged in, applicants will see a summary of their credential recertification information.



The screenshot shows the 'My Account' page of the CJCP Recertification System. At the top left is the CJCP logo. At the top right are links for 'My Account', 'MEMBER HOME', and 'RECERTIFY'. The main content area is titled 'My CJCP Summary' and includes a 'Welcome, [User Name]' greeting. On the left side, there are links for 'JCR Recertification Requirements', 'Recertification By Exam', and 'Recognized JCR Programs For CJCP Credit Hours'. The main content area contains the following information: 'Your credential expires: 12/31/2015', 'Your CJCP credit hours must be earned within these dates: 1/1/2013-12/31/2015', 'You must submit your Recertification within these dates: 11/1/2015-2/29/2016', and 'You may enter CJCP hours at any time prior to your expiration; however, you are not eligible to 'recertify' more than 60 days in advance of your certification expiration.' Below this is a section titled 'To use this system:' with three numbered steps: 1. Click [Add CJCP Credit Hours] to log your Continuing Education. 2. To save and return to the online system later, select [My Account] above, then select sign out. 3. Click [Recertify] below after you have entered the CJCP credit hours to recertify. [Note: Although you may enter CJCP hours activity at any time, you may only recertify 60 days before your current certification is due to expire.] At the bottom, there is a red text prompt: 'Click [Add CJCP Credit Hours] to log your Continuing Education courses if applicable.' Below this are two orange buttons: 'Add CJCP Credit Hours' and 'Recertify'.

There are several links on the left hand side to provide additional information about recertification, testing for recertification, and approved courses. Users are also given information about how many

# CJCP Candidate Handbook | June 15, 2016

## Sample JCR Recertification System Screenshots: (continued)

hours are required and that are already on record. CJCP credit hours can be entered at any time, but the 'Recertify' button will only be available once the applicant is within 60 days of expiration or 60 days after.

### Allowed CJCP credit hours towards recertification and your hours currently on record:

Minimum number of credit hours to recertify: 30.00

**Total minimum CJCP Approved JCR Events Required: 20.00**

CJCP Approved JCR Events To Date: **0.00**

CJCP Approved JCR Events Remaining: **20.00**

**Total maximum CJCP Approved Non-JCR Events Allowed: 10.00**

CJCP Approved Non-JCR Events To Date: **0.00**

Once an applicant selects 'Add CJCP Credit Hours', the following screen appears. All fields must be populated and the applicant must select either JCR Event or Non-JCR Event type to enter the hours.

The screenshot shows the 'Add CJCP Credit Hours' page in a web browser. The page has a blue header with the 'CJCP' logo and 'My Account' link. Below the header are two orange buttons: 'MEMBER HOME' and 'RECERTIFY'. The main content area is titled 'Add CJCP Credit Hours' and includes a 'Welcome, [username]' message. On the left, there is a sidebar with links for 'JCR Recertification Requirements', 'Recertification By Exam', and 'Recognized JCR Programs For CJCP Credit Hours'. The main form area contains a dropdown menu for 'CJCP Hours from JCR events or non-JCR events approved by JCR' with options 'CJCP Approved JCR Events' and 'CJCP Approved Non-JCR Events'. Below this are input fields for 'Activity Title', 'CJCP Hours Completion Date', and 'CJCP Hours Completed'. At the bottom of the form are two orange buttons: 'Save' and 'Back to CJCP Summary'. The footer of the page contains a small link for 'Terms of Use | Privacy Statement' and a copyright notice for '© 2015 Applied Measurement Professionals, Inc. All Rights Reserved.'

Once courses are entered, they will appear in a table on the Recertification screen. The 'Recertify' button will only be available if the correct number of courses has been entered and the date range is correct.

# CJCP Candidate Handbook | June 15, 2016

Sample JCR Recertification System Screenshots: (continued)

Add CJCP Credit Hours
Recertify

**Allowed CJCP credit hours towards recertification and your hours currently on record:**  
 Minimum number of credit hours to recertify: 30.00  
**Total minimum CJCP Approved JCR Events Required: 20.00**  
 CJCP Approved JCR Events To Date: 30.00  
 CJCP Approved JCR Events Remaining: 0.00  
**Total maximum CJCP Approved Non-JCR Events Allowed: 10.00**  
 CJCP Approved Non-JCR Events To Date: 0.00

**CJCP Credit Hours Summary Table:**

	CJCP Type	Required Min/Max	Activity Title	Number of CJCPs Currently Logged
<a href="#">Edit</a>	CJCP Approved JCR Events	20.00	Test Event 1	30.00

Once the applicant chooses to recertify, they will be presented with an attestation page. (Please note: The space under email address will display the home address information as well.)

My Account

MEMBER HOME
RECERTIFY

**JCR Recertification Requirements**

Recertification By Exam

Recognized JCR Programs For CJCP Credit Hours

### Attestation

Welcome, [Name]

I affirm that I participated in the programs offering CJCP credit hours and have obtained the necessary hours required towards recertification. I understand that a random sample of recertification applications will be audited to confirm the validity of all information submitted. I further understand that if my recertification application is chosen, that I will need to submit proof of attendance in the CJCP programs that I have listed on this application. This would include not only JCR events, but non JCR events, and that all events must have been approved CJCP opportunities by JCR.

I have verified that my contact information, listed below, is correct.

Email Address: [Redacted]

Click [here](#) to update your contact information.

I Agree
Back To CJCP Summary

A random sample of recertification applications will be audited to confirm the validity of all information submitted. Cases in which false information may have been provided will be investigated and possible disciplinary action taken, including credential revocation.

Next, the applicant will be prompted for payment.

# CJCP Candidate Handbook | June 15, 2016

Sample JCR Recertification System Screenshots: (continued)

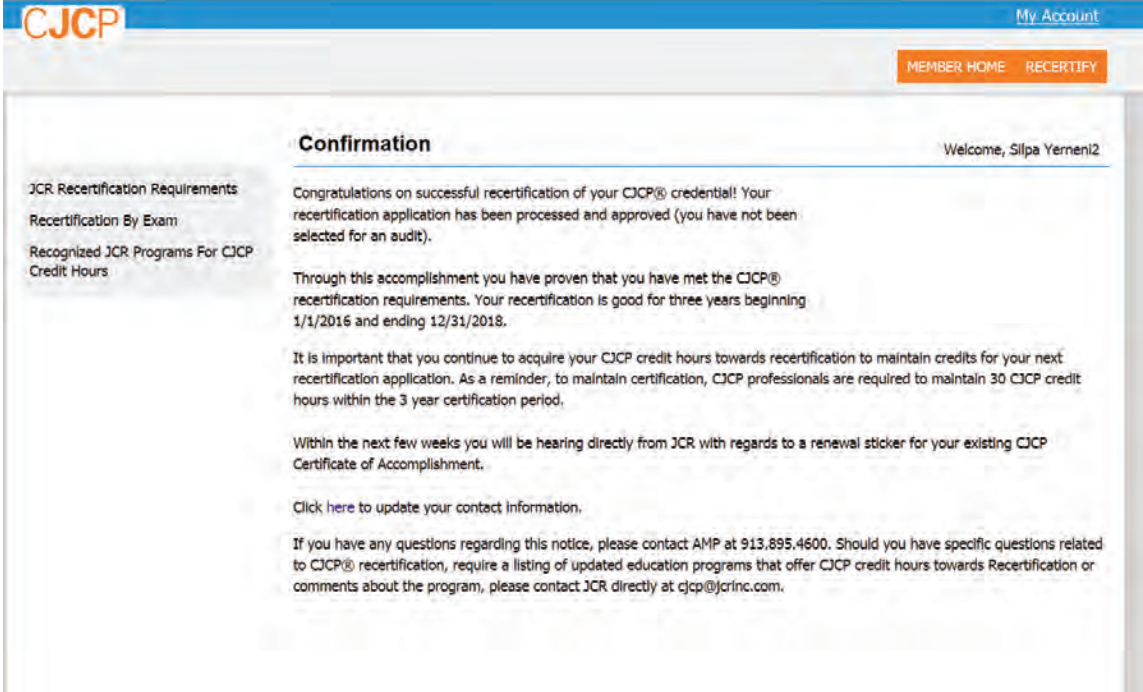
The screenshot shows the 'Payment' page of the CJCP Recertification System. The page header includes the CJCP logo and 'My Account' link. Navigation buttons for 'MEMBER HOME' and 'RECERTIFY' are visible. A sidebar on the left contains links for 'JCR Recertification Requirements', 'Recertification By Exam', and 'Recognized JCR Programs For CJCP Credit Hours'. The main content area displays the 'Recertification Fee: \$350.00' and a form for entering credit card information. The form fields include: Name on credit card, Billing Address, Billing City, Billing State (dropdown), Billing Zip, Type of Credit Card (dropdown), Credit Card Number (no spaces), Expiration Month (dropdown), and Expiration Year (dropdown). Below the form are 'Submit' and 'Cancel' buttons. A red warning message states: 'Please click [Submit] only once or your credit card will be charged multiple times.'

Once the applicant agrees to the terms and payment is successfully processed, either a confirmation or audit screen will appear. One in every 10 candidates will be selected to provide additional audit information.

The screenshot shows the 'Audit Notice' page of the CJCP Recertification System. The page header includes the CJCP logo and 'My Account' link. Navigation buttons for 'MEMBER HOME' and 'RECERTIFY' are visible. A sidebar on the left contains links for 'JCR Recertification Requirements', 'Recertification By Exam', and 'Recognized JCR Programs For CJCP Credit Hours'. The main content area displays the 'Audit Notice' and a welcome message: 'Welcome, Silpa Yemeni'. The notice text reads: 'As part of the CJCP® recertification process, Joint Commission Resources (JCR) has contracted with Applied Measurement Professionals (AMP) to conduct random audits. The audits are conducted to not only ensure the accuracy of the candidates, but also to allow both JCR and AMP to become aware of any potential improvements to our current process. Your CJCP® application for recertification has been selected for audit. Please complete the CJCP® Audit Application Form which should be mailed or emailed to JCR within the next three weeks. Your due date is 11/29/2015. The Audit Application Form requires you to provide proof of attendance and/or participation in the education opportunities that you participated in during your three-year certification period. This would include copies of your Certificate of Attendance, pre/post test results, and/or formal letters from the hosting organization verifying your attendance. The programs requested are those exclusively that offer CJCP® Credit hours towards recertification, approved by JCR. To maintain certification, CJCP® professionals are required to maintain 30 CJCP credit hours within their 3 year certification period. Failure to submit the requested materials by the deadline will result in loss of CJCP® recertification. Click [here](#) to update contact information. Please include a copy of this notification with your submitted materials. Thank you. CJCP Program – Recertification Audit Applications c/o Joint Commission Resources Regency Towers 1515 West 22nd Street, Suite 1300 Oak Brook, Illinois 60523 cjcp@jcrinc.com'



## Sample JCR Recertification System Screenshots: (continued)



The screenshot shows a web page titled "Confirmation" from the CJCP Recertification System. The page has a blue header with the CJCP logo on the left and "My Account" on the right. Below the header, there are two orange buttons: "MEMBER HOME" and "RECERTIFY". The main content area is white and contains the following text:

**Confirmation** Welcome, Silpa Yermen12

**JCR Recertification Requirements**  
Recertification By Exam  
Recognized JCR Programs For CJCP Credit Hours

Congratulations on successful recertification of your CJCP® credential! Your recertification application has been processed and approved (you have not been selected for an audit).

Through this accomplishment you have proven that you have met the CJCP® recertification requirements. Your recertification is good for three years beginning 1/1/2016 and ending 12/31/2018.

It is important that you continue to acquire your CJCP credit hours towards recertification to maintain credits for your next recertification application. As a reminder, to maintain certification, CJCP professionals are required to maintain 30 CJCP credit hours within the 3 year certification period.

Within the next few weeks you will be hearing directly from JCR with regards to a renewal sticker for your existing CJCP Certificate of Accomplishment.

Click [here](#) to update your contact information.

If you have any questions regarding this notice, please contact AMP at 913.895.4600. Should you have specific questions related to CJCP® recertification, require a listing of updated education programs that offer CJCP credit hours towards Recertification or comments about the program, please contact JCR directly at [cjcp@jcrinc.com](mailto:cjcp@jcrinc.com).

A copy of the notice the applicant receives is also automatically sent to the email address on file.

## Resources to Help Prepare for the CJCP® Examination – “3 Ways to Prepare.”

### **CJCP® Education Modules/Webinars**

Joint Commission Resources offers nine (9) education webinar/electronic products designed specifically for the needs of professionals in an accreditation manager position at a hospital/system, and/or for those who would like to brush up on their skills in preparation for the formal examination. Individual modules are available for purchase separately or at a discount as a set.

The CJCP® education modules/webinars are unique because they are the only distance learning product offered by JCR that helps for CJCP® exam preparation. In addition to helping candidates prepare for the examination, continuing education credits are offered, and the modules/webinars may be viewed by numerous individuals. We have found this to be very beneficial for teams preparing for the examination and/or for individuals that prefer to learn at their leisure and not have to travel to a live event.

CJCP® Module topics for purchase include:

1. Understanding The Joint Commission's Accreditation Process
2. Organizational Analysis: Developing an Organizational Profile
3. Standards: The Essentials for Accreditation Managers
4. Medical Staff and the Accreditation Professional
5. Environment of Care
6. Leadership: The Foundation of Quality and Safety
7. Performance Improvement: The Accreditation Manager's Role
8. Focus on Patient Safety
9. Understanding the CMS Regulatory and Survey Process for Hospitals

### ***CJCP® Live Events***

JCR offers the only CJCP® examination prep event designed to help candidates prepare for the examination. The course, "CJCP® Essentials Preparation," is a one-day limited seating engagement taught live by Joint Commission surveyors and/or JCR consultants who have and will maintain their CJCP® status. The event highlights how to prepare for the examination, test taking skills, reviews content including standards and survey process applicable to the examination, as well as provides an opportunity for participants to experience a mini CJCP® examination. The live events help candidates to get their questions answered directly from expert faculty, in addition to valuable networking opportunities.

### ***CJCP® Workbook Publication***

The CJCP® Exam Preparation Workbook is ideal for anyone planning to take the CJCP® examination and would like to study independently, and/or in addition to attending other education offerings. This workbook provides practice examinations and questions developed with guidance from JCR consultants who are also CJCPs®, as well as various subject matter experts within The Joint Commission enterprise. The workbook also contains an essential answer key which details the correct answer and explanation as to why the other answers are inaccurate. This publication is ideal for anyone who likes to study independently, does not have the means to travel to a live event, or for someone who wants to test their knowledge with self-checking results.

It is important to know that all CJCP® candidates prepare for the examination based on their own needs and that purchasing any of the preparation resources available is not a requirement from JCR to take the examination.

We recommend that candidates independently review the *Comprehensive Accreditation Manual (CAMH)* in its entirety. This includes the administrative policies, accreditation participation requirements, standards, rationales, and elements of performance. In addition, to better prepare for the CJCP® examination, we recommend review of *Perspectives*, and the various materials available on The Joint Commission's website. There are links to Standards, Frequently Asked Questions, High Reliability, The Center for Transforming Healthcare and Joint Commission Online. You may also wish to consider various JCR newsletters and periodicals including *EC News*, and *The Source*. For CMS related content, candidates are also encouraged to be familiar with the CMS State Operations Manual and Code for Federal Regulations (CFR).


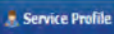
### **Special Frequently Asked Question to candidates that study for the examination by using the electronic version of the CAMH**

**Q:** Is it possible for me to study for the CJCP examination by using the electronic version of the CAMH (that is, the E-dition) rather than hard copy?

**A:** Yes, you can certainly use the hospital E-dition to study for the CJCP examination as long as all Filters are turned off and the Service Profile has all options checked. When customers access the E-dition from their extranet site, they are viewing an individualized CAMH that matches the organization's electronic Application for Survey (e-App). So, JCR automatically turns on and off filters to meet the needs of the organization being surveyed. While appropriate to and expected for survey preparation, the manipulation of the Service Profile and filters will eliminate some of the requirements that should be reviewed when preparing for the CJCP exam. The exam is based off of *all* components of the CAMH including standards, survey process, and so forth. Therefore, if filters are selected or the Service Profile excludes certain settings within your E-dition, you may not be studying the full set of requirements you will be tested on.

Below are Service Profile Instructions that will only work for the Hospital Program

To ensure that your filters are "off" and that all EP are visible:

1. To turn off all filters, click the "Filters"  button on the top navigation menu in Edition. Then make sure that NO check boxes are selected. Click "Apply for this visit".
2. To make sure all standards and EPs are visible (even if not part of your organization specific services), click "Service Profile"  button on the top navigation menu in Edition. Make sure that all check boxes are selected. Click "Save as my Profile" so that the next time you login, this same profile will be present.

See Screenshots on page 43 for more help.

# CJCP Candidate Handbook | June 15, 2016

The Joint Commission  
E-dition

Keyword Search: Enter keyword here

Home JCR Portal What's New Favorites Service Profile Filters Admin Help Logo

Accreditation > January 1, 2016 > Hospital > EP Attributes Filters Swarts, Susan @ JCR Demo Site A (jcr.com) - 10501 Golf Course Rd, Santa Fe, NM Select Organization

Products And Programs

- Accreditation
  - January 1, 2016
    - Hospital
    - Behavioral Health
    - Ambulatory
    - Critical Access Hospitals
    - Home Care
    - Nursing Care Center
    - Laboratory
    - Office Based Surgery
  - July 1, 2015
  - February 1, 2015
- Certification
- Standards Manual Content
- Accreditation Requirements
- Accreditation Process Info
  - Glossary
  - Crosswalks

EP Attribute Filters Instructions

Apply for this visit

Apply filter for this visit only.

New/Changed EPs as of selected effective date.  
**Note:** This filter cannot be applied with other filters.

Patient Safety  
**Note:** This filter cannot be applied with other filters.

Focused Standard Assessment (FSA)

All EPs required for Full FSA Submission

Requires Written Documentation

Criticality

Immediate Threat to Health or Safety  All Direct Impact Requirements  Indirect Impact Requirements

Situational Decision Rules

Scoring Category

A  C

Measure Of Success

N/A  MOS

Early Survey Policy Option 1

Click "Filters" on the top navigation in E-dition and make sure there are no check boxes applied. Click "Apply for this Visit"

The Joint Commission  
E-dition

Keyword Search: Enter keyword here

Home JCR Portal What's New Favorites Service Profile Filters

Accreditation > January 1, 2016 > Hospital > Service Profile Swarts, Susan @ JCR Demo Site A (jcr.com) - 10501 Golf Course Rd,

Products And Programs

- Accreditation
  - January 1, 2016
    - Hospital
    - Behavioral Health
    - Ambulatory
    - Critical Access Hospitals
    - Home Care
    - Nursing Care Center
    - Laboratory
    - Office Based Surgery
  - July 1, 2015
  - February 1, 2015
- Certification
- Standards Manual Content
- Accreditation Requirements
- Accreditation Process Info
  - Glossary

Service Profile Instructions

Ambulatory | Behavioral Health | Critical Access Hospitals | Home Care | Hospital | Laboratory | Nursing Care Center | Office Based Surgery

Now viewing My Profile - Last Updated Sep 29, 2015

Apply for this visit Save as my profile Use Organization Profile

Note - To change your default Organization Profile, please make and submit changes to the E-app on The Joint Commission Connect extranet site.  
[Standards Applicability Grid](#)

Include those EPs required for hospital Primary Care Medical Home (PCMH) certification [Applicable EPs](#)  
[Click here for more information on Certification](#)

Include those EPs required for hospital deemed status [Applicable EPs](#)

Include those EPs required for psychiatric hospital deemed status [Applicable EPs](#)  
[Click here for more information on deemed status](#)

Hospital

- Acute (2172) [Applicable EPs](#)
- Long Term Acute Care (3291) [Applicable EPs](#)
- Psychiatric (2173) [Applicable EPs](#)

Click "Service Profile" on the top menu bar. Make sure all check boxes are selected. Click "Save as my Profile" so that changes remain in place the next time you login.

### **CJCP® Customer Service**

For inquiries about any JCR resources to help prepare for the CJCP® examination, general content questions, or to seek help regarding technical requirements before purchasing, please contact JCR Customer Service at:

- Customer Service (United States): 877-223-6866 (8 a.m.–8 p.m. EST)
- Customer Service (outside the United States): +1-770-238-0454 (13:00 UTC–01:00 UTC)
- For specific questions related to the CJCP® product line, please e-mail us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).

### **Confidentiality**

PSI/AMP, JCR's vendor for the examination, maintains each candidate's formal examination results. Its reporting structure to JCR consists of a listing of all candidates who have passed the examination, as well as aggregate data to support the validity of the examination. JCR staff will use this aggregate data to make ongoing improvements to the examination itself, to focus on areas that need improvement (for example, content revisions), and to gain a better understanding of the pass/fail rates for each specific question on the examination.

JCR staff and Joint Commission staff, along with PSI/AMP staff, are bound to internal confidentiality agreements, and your individual results will not be provided to the public. If a candidate fails the examination, it is up to them whether or not they wish to share that information with their management and/or colleagues. However, JCR will post an ongoing listing of all CJCP® professionals—those who have successfully passed the examination—on the JCR website. The CJCP® application form will include a statement of consent for JCR to post your name as a CJCP® on its website after you become certified. Likewise, JCR posts a listing of all CJCPs who have successfully recertified on our website.

## Frequently Asked Questions

### Appeals

- Q:** What if I don't meet the formal eligibility requirements, but feel my education and/or work experience and knowledge should be considered?
- A:** If you do not meet the requirements and would like your application to be considered, we request that you submit a written appeal to us in writing. All submitted appeals will be reviewed by the Steering Committee representing CJCP®. Appeals will be reviewed individually for special circumstances. For questions about the appeals process, please e-mail inquiries to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).
- Q:** I submitted an Appeal Application and was notified that my request was approved. What is the next step in the application process?
- A:** If the CJCP® Steering Committee has officially approved your Appeal, your formal approval letter will provide you with the necessary steps to complete your CJCP® application. Please contact [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com) for further questions.
- Q:** I submitted an Appeal Application and learned that after it was reviewed by the CJCP® Steering Committee it was denied. What are the next steps?
- A:** In many circumstances, a candidate eventually meets the eligibility requirements after being denied. Many candidates will be able to apply independently for CJCP®. However, there are instances when potential candidates still would like to be considered and do not meet the eligibility. All denied Appeals will have the opportunity to re-appeal twelve months after their first denied Appeal Application.
- Q:** I submitted an Appeal Application which was reviewed by the CJCP® Steering Committee and then approved. Do I have only a year to take the examination?
- A:** Once a candidate submits the formal CJCP® application, and the application is deemed complete, a candidate has one full calendar year from that to take the CJCP® exam. If a candidate does not take the exam during that 12 month period, they forfeit their application fee, and need to start again. However, the Appeal Application is not the formal CJCP® application. This process allows us to assist candidates who do not meet the eligibility requirements. If you are approved through an Appeal, the next step is to submit the formal CJCP® application. You will have three (3) months to submit this formal application. Once the formal application is submitted, you will have one full year from the submission date to sit for the exam.

## CJCP Candidate Handbook | June 15, 2016

**Q:** I understand the fee for the application to be \$375. Is there an additional fee for the Appeal Application?

**A:** There is no existing fee for an Appeal Application. JCR provides this free of charge to assist potential candidates get approved for CJCP® eligibility.

**Q:** I submitted an Appeal and learned that it was approved to move forward. Since the time of my submission, I have changed jobs and no longer need the CJCP® credential in my new position. Will I still need to apply and/or pay the application fee?

**A:** Appeal applicants are not bound to formally apply for CJCP®. We understand that circumstances change from time to time and your approval is granted based on your current situation (at the time of the appeal). Should you reconsider CJCP® in your new position, we are happy to work with you on the application process.

**Q:** I have recently had a name change since my Appeal was approved. Do I need to communicate this to anyone?

**A:** If you have already submitted your formal CJCP® application, and your name has changed since that submission date, you will need to contact Candidate Services at PSI/AMP. If you have not submitted a formal application, yet you have submitted an Appeal, or that Appeal has been approved, you will need to contact JCR.

### **Application Process**

**Q:** How do I submit my application for CJCP®?

**A:** Applications are available in two formats—paper copy and electronic format. We recommend electronic submission. However, if this is challenging for you, paper applications are accepted. The application (both paper and electronic) is accessible through our website, <http://www.jcrinc.com/cjcp-certification/>. You may also visit our vendor's website at <http://www.goAMP.com>.

**Q:** I would prefer to mail in my application rather than submit it electronically and am wondering if that is acceptable?

**A:** Many candidates, for various reasons, choose to mail in their application in paper copy. Our vendor, PSI/AMP accepts both electronic and paper copies. However, please keep in mind that paper copies do take longer to receive and process than electronic applications.

### **Application Deadlines**

**Q:** How soon do I need to submit my application in order to test during the next available offering?

**A:** There are no formal application deadlines for candidates. The CJCP® examination is available during the months of January, April, July, and October. We recommend that you submit your application as early as possible. We recommend that candidates submit their application six (6) weeks prior to the examination window to ensure the best opportunity to test on the date and location of their choice.

**Q:** Is there a deadline for applications?

**A:** Applications for CJCP® are accepted all year. There is no deadline. However, please keep in mind that the testing months are limited to four months a year so you will want to plan accordingly for application processing time.

**Q:** I am applying for CJCP® but am hesitant because I do not want my organization to learn of this. Will any communications come to my organization?

**A:** Only general information about CJCP® will be sent to your organization, as part of our general overall marketing efforts. JCR does not communicate updates to organizations about any potential candidates, nor do we provide scores after the testing date. The information on all candidates is held confidential. However, should you pass the examination, your name and state will appear on our website. We will not provide your title, or organization name.

**Q:** If I wish to test next year, do I need to wait to submit my application?

**A:** A candidate has one year to schedule their exam after submitting an application. You may schedule your exam anytime within that twelve (12) month period. For example, if you submit an application in November 2017, you will have until November 2018 to take the exam.

**Q:** What if my application is submitted but I have not had time to supply the additional materials?

**A:** Your application must be completed in full including all additional materials in order to schedule the examination. This includes payment, job description, etc. Your application will not be deemed complete until all items are received.

**Q:** I submitted my application and payment last year, but due to personal reasons did not have time to complete the application. What is the next step?

**A:** Unfortunately, if a year has passed you may need to reapply for the examination, and that includes additional payment. Please call the Candidate Services representatives at PSI/AMP for further assistance.



***Certificates/Diploma/Recertification Stickers***

**Q:** Do I get a formal CJCP® diploma or certificate after passing the examination?

**A:** Yes. Once we receive formal acknowledgment that you have successfully passed the certification examination, you will receive a formal certificate acknowledging your success! It's a great idea to frame this certificate and display it within your work setting to showcase your accomplishments.

**Q:** How soon will I receive a CJCP® certificate?

**A:** Our Policy on Certificates requires that JCR will mail a certificate to the new CJCP® approximately six (6) weeks after successful completion of the exam. Should you not receive this certificate, please contact us so that we may assist in tracking down the status. Please e-mail us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com) so we can expedite your inquiry.

**Q:** I anticipate that I will be getting married during my certification period. Could I get a new certificate printed when that happens for displaying?

**A:** Yes, additional certificates are available for purchase through JCR at a nominal fee. This would include all misplaced certificates, requests for duplicative certificates, or requests for name changes on existing certificates.

**Q:** I received my CJCP® certificate but do not plan on recertifying during the next period as I will be on maternity leave. If my certification expires, am I still allowed to display the certificate?

**A:** JCR does not have any restrictions on your CJCP® certificate as the certificate itself does post the term of your certification and expiration date. Feel free to proudly display your accomplishment.

**Q:** I recertified this month and am wondering if I will receive a brand new certificate to display?

**A:** CJCPs who recertify will maintain their original certificate. We will however be sending you an updated CJCP sticker to add to your certificate that will showcase your recertification and terms for extension of your credential.

### **Continuing Education Credits and CJCP®**

**Q:** I am a nurse but also recently received my CJCP® certification. I understand that I need to have a certain amount of CJCP® credit hours to maintain my certification. Do I have to choose between using the education hours for CJCP® credits for CE hours?

**A:** CJCP® certification is good for a three-year period. In order to recertify, you must maintain thirty (30) CJCP® credit hours over the certification period. Or, you must acquire a minimum of 10 CJCP® credit hours and then re-take the examination. When we refer to “CJCP® credit hours,” those are specific to this certification program. Many of our education opportunities will offer CJCP® credit hours, in addition to continuing education (CE) hours toward an individual’s professional licensure (ANCC hours for nurses, ACCME hours for physicians, or ACHE hours for executives). Our professional certification program is completely separate from licensure requirements. Therefore, you may acquire both CJCP® credits and CE credits by attending one of our events.

### **Eligibility Requirements**

**Q:** Is the examination just for candidates that work in hospitals?

**A:** At the present time, eligible candidates work at a U.S. hospital, U.S. organization, or U.S. system level. JCR launched CJCP® specifically at the hospital level, and the examination comprises questions from the *Comprehensive Accreditation Manual for Hospitals (CAMH)*.

**Q:** I currently work in an ambulatory setting but am extremely familiar with the hospital standards and am confident I could pass the exam. Would I be eligible?

**A:** Unfortunately, eligibility is limited to those working in a U.S. hospital, U.S. organization or U.S. system level. We realize that many of the standards for ambulatory are similar to those within the hospital standards. However, the eligibility requirements are set forth. We hope to expand CJCP® to other programs in the future. Should you still wish to pursue CJCP®, you might want to consider an Appeal Application and our CJCP® Steering Committee will look at your unique situation as we will all other candidates for consideration.

**Q:** Can an international health care professional take the CJCP® exam if he or she meets the eligibility requirements?

**A:** The CJCP exam is designed for candidates representing hospitals within the United States and domestic standards, which differ from international standards. Therefore, the exam is not designed for international health care professionals. We do not allow international candidates to sit for the exam (with the exception of United States Military Professionals who are serving internationally).

**Q:** Will Joint Commission International have a CJCP® program soon? When? How do I sign up?

**A:** In the summer of 2015, JCR and JCI conducted market research to determine if expanding the CJCP program internationally was warranted. Likewise, we did the same for domestic ambulatory care professionals. We learned from both studies, that there currently is not a demand or need for expansion at the present time. We will continue to monitor or feedback should this study need to be revisited.

**Q:** I currently work and live internationally but have previous work experience consulting in domestic ambulatory care settings. Could I apply?

**A:** Unfortunately, the eligibility requirements for potential candidates require current employment within the United States. While your previous work experience may have met the eligibility at that time, the applicant must currently be employed within the domestic United States.

**Q:** I currently work for the United States Navy as a nurse preparing organizations for survey. If my job duties are overseas, do I still qualify for the CJCP® examination?

**A:** When we wrote our eligibility requirements, we certainly took our military professionals into consideration. The answer is yes, military professionals are eligible for CJCP® as you are considered to be working within a hospital based organization, or hospital system. However, we do encourage you to view our testing site locations as scheduling the examination may be limited depending on where you are on duty. However, you can always schedule back in the States upon your next visit.

### ***Eligibility Requirements for External Consultants***

**Q:** Are external consultants eligible for CJCP®?

**A:** Yes, external consultants are eligible for CJCP®. The current eligibility requirements state “current employment at a hospital, organization, system level.” JCR believes that consulting groups that assist in accreditation preparation, assistance, coordination, or management/maintenance roles certainly meet the criteria as they fall under the category of an “organization.” However, like all other candidates, consultants must meet both the employment and education requirements set forth in the CJCP® External Eligibility Requirements.

### **Examination**

**Q:** When can I take the CJCP® examination?

**A:** Once your application has been submitted and deemed complete, you will receive formal notification from PSI/AMP with instructions to select your preferred testing site and testing date. At that time, you may select your examination date for any day (excluding select Saturdays, Sundays, and holidays) within the month of January, April, July, or October.

**Q:** What should I expect on the CJCP® examination?

**A:** The examination is timed and comprised of 150 multiple-choice questions, with scenarios and problem-solving included. The examination is computer-based and proctored. Candidates will have (3) hours to complete the examination. To successfully pass the examination in 2016, you must score 78.0% (117 out of 150 questions scored correctly), OR 79.3% (119 out of 150 questions scored correctly). The difference in the passing rates is dependent upon which examination you receive, either “exam A” or “exam B.”

**Q:** How much do I need to know in terms of the Centers for Medicare & Medicaid Services questions? I work for the V.A. and don't have the need to know this information.

**A:** Our CJCP® Steering Committee, in addition to the CJCP® Examination Team, strongly discussed this topic in planning. We recognize that not all professionals will have an in-depth knowledge of the CMS regulatory and survey process for hospitals. Therefore, we have limited the number of questions on the CJCP® examination to just five (5) pertaining to this topic. In addition, these questions are content equivalent to what our subject matter experts feel are “appropriate” for all levels.

**Q:** I am anxious about the computer skills needed to take the examination, what do I need to know?

**A:** All testing sites have extremely user friendly systems in place to accommodate those with technical assistance needs. No previous skill sets or training is needed in order to sit for the CJCP® examination.

**Q:** I will be taking the examination with a colleague of mine at the same time. Will we both receive the same examination template?

**A:** There are two versions of the CJCP examination which are randomly provided. However, we do try to avoid giving the same examination to individuals from the same organization (testing on the same day). The same holds true if a candidate is testing in the morning, yet their colleague is testing in the afternoon.

## CJCP Candidate Handbook | June 15, 2016

**Q:** Where do I take the CJCP® examination?

**A:** The examination is offered to you at various off-site learning locations close to your geographical location. Locations for the examination are all within approximately 50 miles (or less) of a candidate's desired location and usually at H&R Block site locations. For a complete listing of potential locations to sit for the examination, please refer to PSI/AMP's website.

**Q:** Is it possible to take the examination by paper and pencil instead of electronically?

**A:** Unfortunately, no. All CJCP® examinations are provided electronically, are proctored, and provided through PSI/AMP.

**Q:** Is the examination available at the CJCP® live event, or could it be?

**A:** Unfortunately, no, the examination is available only at testing site facilities coordinated through PSI/AMP.

**Q:** How soon after I take the CJCP® examination will I know my test results?

**A:** Immediately. Administrators at the test-site locations will be able to provide you with your test results upon completion of the examination. The only time you may not receive your test results immediately is during the period the equating procedures are being completed (passing point study). This is conducted annually during the month of January. In the event of delayed examination results, you will be provided a provisional score report with information to allow you to check on the progress of the finalization of your examination results. Once the passing point study is complete, you will receive your official Score Report in the mail. During the waiting period and as soon as the results are available, you will receive a personal phone call from JCR staff with the results of your examination.

**Q:** I secured my examination time and location and then upon further investigation, found a testing site that I would prefer. Can I switch my location?

**A:** Yes, candidates select their own testing site and date. However, once you are scheduled you can only reschedule your exam date and/or time once without penalty.

**Q:** I will be on vacation during the dates I would prefer to take the exam and feel I would like to sit for the CJCP® examination during my vacation. Does my testing site need to be within my zip code of my work and/or home address?

**A:** No, we do not provide any limitations as to the location of choice for candidates taking the examination. Candidates can choose any testing site location within the United States that offers the CJCP® exam.

**Q:** I will need to provide my employer with a copy of my Score Report. Is it possible to provide them with a summary so that they don't see the questions I did not score correctly?

**A:** Proctors at the testing site locations will provide candidates with a Score Report in only one format. It is up to you as to how you wish to provide that Report to your employer. We do not provide optional formats. However, the Score Reports only provide you with a total and aggregate summary of the categories on the exam regarding your pass/fail scores. The actual questions are not provided.

**Q:** I took the exam and passed but was surprised to see that I scored five questions incorrectly related to medical staff standards. How can I learn from my errors or receive a copy of those questions?

**A:** Due to the security of the exam, we do not share test questions. However, we can assure you that all test questions are reviewed continuously and if a question proves to be troubling for "most" test takers, we do consider revising it for the following year. We also take into consideration the candidate who is taking the exam, and what their knowledge of medical staff standards may or may not be. Rest assured, there is only one correct answer to each question.

**Q:** Is the examination available in other languages?

**A:** At the present time, the CJCP® examination is only available in English.

**Q:** I have a team preparing to take the CJCP® examination. Could we request a team discount to take the examination?

**A:** Unfortunately, we do not provide team discounts for the CJCP at the present time.

### ***Examination Retakes***

**Q:** What if I don't pass the CJCP® examination the first time? Can I take it again? How soon after the first time? How many times can I take the examination?

**A:** If you do not pass the examination, there are no restrictions on how many additional times you can sit for the examination. However, you will be charged an additional fee for each retake, and must pay the full application fee again. Retakes will be scheduled during the next availability of examination dates, but candidates must wait the three (3) month period before they will be allowed to reschedule. For example, if you took the examination in January but did not pass, the earliest you could attempt the examination again would be in April. You could not retake within the month of January (unless it is the following year).

**Q:** What is the fee to retake the examination?

**A:** Should you not pass the examination and need to retake it, the fee will be the same as the initial application (\$375).

### ***Fees and Costs***

**Q:** How much does CJCP® cost?

**A:** The application for CJCP® is \$375. This fee covers your application and verification process, as well as your sitting fee to take the formal examination. This fee also covers the formal CJCP® certification (should you pass the examination). Additional fees will not apply until recertification in three (3) years.

**Q:** How much does CJCP recertification cost?

**A:** The recertification application for CJCP is \$350. Similar to the original application, this fee covers your application and verification process, in addition to reviewing the listing of CJCP program hours that you are submitting. The fee also covers the formal examination should you need to retake the examination. Please keep in mind that this is the cost of the application price itself. During your three (3) year certification period, registration costs for attending or participating in education events is an additional fee.

**Q:** I am ready to submit my CJCP® application but am still awaiting payment from my organization. Could I get the process going while payment is pending?

**A:** Payment is required at the time of application, either via paper application or electronic application. Applications will not be processed without payment so we recommend that you wait until you have payment ready before you make your submission. This will help to ensure that there are not delays in processing your application as well.

**Q:** Will my organization be able to assist me with the CJCP® fee?

**A:** We recommend contacting your human resources department to determine if your organization has a tuition reimbursement policy that could apply to your application fee as well as to any required continuing education.

**Q:** What will be included in the CJCP® application?

**A:** If a candidate's eligibility requirements are met, the following documents will be requested to accompany the formal application: a fee of \$375, a letter from a candidate's CEO or other executive to confirm his/her current job title and responsibilities, a copy of the candidate's current job description, and a copy of the organizational chart showing the candidate's role/duties in the organization.

**Q:** I will be retaking the examination in the future, but probably not for another year. What are the chances that the examination fee will be higher?

**A:** JCR has no plans to raise the current pricing of the CJCP® application at the present time. We are very dedicated to providing this opportunity to candidates at what we feel is a low and competitive price for the combined application and examination sitting time.

### **General Questions Related to CJCP® Consideration**

**Q:** Is CJCP® the only certification program offered by Joint Commission Resources (JCR) and/or The Joint Commission?

**A:** Yes, CJCP® is the ONLY formal certification developed, recognized, and endorsed by JCR and The Joint Commission. Much like the accreditation designation for organizations, CJCP® will be the gold standard in the industry, recognizing individuals with professional knowledge and expertise as an accreditation professional.

**Q:** What benefits are there to becoming a CJCP®?

**A:** The CJCP® certification will provide you with personal and professional growth through potential career advancement, organizational support, and professional recognition and achievement. In addition, CJCP® will provide you with networking opportunities and a further sense of commitment to and knowledge of the Joint Commission standards and survey process. Beyond these reasons, JCR does provide CJCPs with additional perks that are exclusive to this cadre such as free 3 month trials on products, networking chatrooms within Salesforce, lapel pins, recognition at live events, and an official CJCP newsletter.

**Q:** If I obtain my CJCP® in my current position as a nurse leader, yet move on to a new position outside of my current job, am I still allowed to use the credential, or do I is that only allowed if I stay at my current organization?

**A:** The CJCP® credential is an individual achievement. Those that achieve this accomplishment are allowed to use it for promotional reasons, during their certification period (unless he/she recertifies). You are not limited to use this credential at only your current place of employment.



## CJCP Candidate Handbook | June 15, 2016

**Q:** There are other certification bodies. Why should I choose CJCP®?

**A:** CJCP® is the only certification program recognized by JCR and The Joint Commission. While other programs offer certification, CJCP® is the only product specifically designed by Joint Commission staff, those with expert knowledge on Joint Commission accreditation and compliance standards and survey process issues. CJCP® also sets the bar for eligibility requirements and recertification; many competitors do not. Comparatively speaking, your peers and employers as well as other professionals will recognize CJCP® as the gold standard of certification programs.

**Q:** Is getting my CJCP® a Joint Commission requirement? Do Joint Commission accredited organizations have to have a CJCP® as their accreditation manager?

**A:** No, CJCP® is not a requirement set by The Joint Commission. However, organizations are considering whether or not to make the professional certification a hiring requirement and/or professional performance goal. We recommend that you contact your Human Resources Department at your respective organization to learn more or to see if they will assist you with reimbursement for CJCP, and/or for maintenance of CJCP.

### ***Misrepresentation***

**Q:** I believe an individual may be using the CJCP® credential, when I don't believe he or she has passed the examination. How do I verify that?

**A:** If an individual has passed the CJCP® certification exam, he or she is listed as a CJCP® on JCR's website. JCR regularly updates this list of CJCPs®. Only those who have passed the examination will be listed on the website. It is possible that someone may have had a name change since he or she took the examination (for example, due to marriage or divorce). However, if you suspect someone is improperly using the CJCP® credential without passing the exam, please contact Susan Murray, Associate Director, CJCP® Program, at 630/792-5444, or via e-mail at [smurray@jcrinc.com](mailto:smurray@jcrinc.com). All correspondences regarding possible or suspicious misrepresentation of a CJCP® credential will be reviewed internally and such other steps as necessary will be taken.

### ***Once a CJCP® Professional***

**Q:** How do I know who other CJCPs® are?

**A:** With approval from all who have earned the CJCP® certification, we have posted their names on JCR's website. After each testing month, we will continue to list those who have earned the certification or recertification in alphabetical order. View the names of your professional colleagues—scroll to the sidebar on JCR's website: <http://www.jcrinc.com/cjcp-certification>.

## CJCP Candidate Handbook | June 15, 2016

**Q:** Can I use CJCP® after my name once I pass? How will people know what CJCP® means?

**A:** Once you have received notification that you have passed the examination, you are a Certified Joint Commission Professional™. We encourage you to use CJCP® after your name to distinguish yourself amongst your peers and showcase your achievement. CJCP® is becoming a well-recognized credential in the health care workforce. As our certification program continues to grow, we are certain that people familiar with The Joint Commission, Joint Commission Resources, and our standards for health care and patient safety will soon universally know what CJCP® certification means.

**Q:** I would like to give feedback about the CJCP® examination and how I prepared. I have comments that are positive along with a few suggestions.

**A:** There are networking and chatter groups established within our Salesforce platform for all CJCPs® and open communication with JCR staff. We do seek your comments and encourage candid discussion so that we can continue to evolve and make improvements. Please contact Susan Murray, Associate Director, directly: [smurray@jcrinc.com](mailto:smurray@jcrinc.com) or via telephone at 630/792-5444.

**Q:** Are there any opportunities for free education or discounts?

**A:** We heard from many CJCPs that one of their biggest perks received from us is free education, and with that the opportunity to earn free continuing education hours in addition to free CJCP credit hours towards recertification. Throughout your certification period, you will receive free trial offers to JCR products. In addition, in 2015 we launched a free education module exclusively for CJCPs. This was developed based upon the direct needs and comments received from CJCPs. We anticipate that this free education module, or similar, will be available annually as an additional CJCP perk.

**Q:** I am already a CJCP® and have attended a live event that did not market CJCP® credit hours.

The program was sponsored by a large health care organization and the content was relevant to what my needs are for an accreditation manager. How can I see if this program will be approved for CJCP® credit hours?

**A:** CJCPs are encouraged to contact us if a program which you describe meets your needs, along with the criteria for CJCP® credit hours. A formal application is obtainable on our website and can also be requested via [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com). The application is free of charge, but you will need to supply us with the program materials from the event you would like considered such as a listing of faculty, the conference brochure, and any other related materials so that we can consider whether or not CJCP® equivalency hours should be approved. A sample of that application is also found on pages 86–92 within this handbook.

**Q:** How do I update my contact information should I change jobs?

**A:** If you are already a CJCP® and have a change of address, title, e-mail address, home address, or any other update that we should be aware of such as name change, please contact AMP directly at 888/519-9901. Their customer service department is happy to update the client portal on JCR's behalf.

**Q:** How are my hours tracked for CJCP® recertification?

**A:** CJCPs are required to track their own hours towards recertification. We ask that you continuously make sure that you have the required hours during your three (3) year certification period and at the time of application for recertification you will be required to provide us with the details of the events that you attended. Remember, events that offer CJCP credit hours must be approved by JCR.

### ***Passing Rates***

**Q:** What is the passing rate of the CJCP® examination?

**A:** JCR does not currently share the passing percentages for its examinations. This decision was made under advisement from our team of psychometricians who point out that the passing rate can vary over time due to differences between examination groups, which makes the examination passing rate a misleading estimate of overall examination difficulty and rigor. However, in general terms, more people that took the exam in 2015, 2014, and 2013 passed opposed to those that failed. Our passing rates are encouraging and continuously trend positively for candidates.

**Q:** I took the examination in July of 2014 and am wondering if I can find out how many people across the country took the examination that month and out of that, how many passed.

**A:** We do not release the statistics for testing months or general statistics. The CJCP® is available only four testing months a year (January, April, July, and October) and we do tend to find that more candidates sit for the examination during the first and last testing months (January and October). Comprehensively, the distribution of examinees is usually pretty consistent during all four testing opportunities.

### **Preparing for the Examination**

**Q:** What is the best way to prepare for the examination?

**A:** We recommend that the candidates review the *Comprehensive Accreditation Manual for Hospitals (CAMH)* in its entirety. This includes the administrative policies, accreditation participation requirements, standards, rationales, and elements of performance. In addition, to better prepare for the CJCP® examination, we recommend review of *EC News*, *Perspectives*, *The Source*, and FAQs posted on The Joint Commission's website. Candidates are also encouraged to be familiar with the CMS State Operations Manual and Code for Federal Regulations (CFR).

**Q:** Is it possible for me to study for the CJCP examination by using the electronic version of the CAMH (that is, E-dition) rather than hard copy?

**A:** Yes, you can use E-dition to study for the examination; however, we do provide specific instructions to help you make sure that all filters are turned off. [Please refer to pages 42–43 of this handbook for further information on this specific question.]

**Q:** Is there additional education material available to assist me in preparing for the exam?

**A:** JCR is pleased to offer three ways to prepare for the examination. (1) a 1 day live event, "CJCP® Essentials Preparation;" (2) a self-paced study workbook, *CJCP® Exam Preparation Workbook*, and (3) education webinar/module series for CJCP® preparation. For further details about any of these products including live opportunity dates, continuing education credit hours, or content specific questions, please visit our website at <http://www.jcrinc.com/cjcp-certification> or pages 40–42 within this handbook.

**Q:** I attended the "CJCP® Essentials Prep" program and was impressed with the mini-examination at the end of the program. I have a few colleagues that were unable to attend the program but are also interested in testing their knowledge. Could I purchase additional copies of the exam that was distributed?

**A:** The mini-exam that was distributed at the live event is not a for-sale product. However, you may make copies of that handout and distribute to your colleagues. We also encourage you to take advantage of additional test sample questions found within this *CJCP® Candidate Handbook*, within *The Source*, and through the *CJCP® Exam Preparation Workbook* (publication).

**Q:** How much are the CJCP modules?

**A:** The modules are sold individually for \$199 each. However, if you purchase the entire set of nine modules, the price is \$1,195. This is particularly advantageous for teams within an organization or system who wish to pursue CJCP®. The added benefit to these modules is that they also offer continuing education credit hours and CJCP credit hours (for those preparing for recertification).

**Q:** Is there anyone I could talk to regarding the examination? I have colleagues that I work with that have earned their CJCP®; however, I do not wish to let them know I am also pursuing this credential.

**A:** JCR is happy to put you in contact with someone that can speak to you about their personal experience with the CJCP® examination, how they prepared, and what to expect regarding the examination questions. Through our CJCP® mentorship program, we are happy to provide your name to one of our volunteer mentors, a professional peer that will call you personally or e-mail you at your preference to discuss the experience. Conversations with mentors are kept confidential and have been found to be beneficial for candidates.

### **Recertification**

**Q:** I am due for recertification in a few months, how do I start the process?

**A:** All CJCP candidates approaching their renewal dates will be contacted by JCR to provide you with instructions for the recertification application. To begin, you will need your candidate ID number. This is the original candidate ID number that you were provided during your original application. We do not anticipate that most candidates will still have this, so we will be reminding you of your individualized protected candidate ID number during our communications, along with a link to the recertification application. With this you will also receive a temporary password. Once you log in, you will be encouraged to change your password for protection. Since we started the recertification process, we have heard from CJCPs that the application is very customer friendly.

**Please refer to page 35 within this handbook for more details on the recertification application process.**

**Q:** I plan on recertifying but do not think I will be able to keep up with the requirement for CJCP® credit hours. Could I just retake the examination?

**A:** Yes, you could retake the examination. However, at a minimum, you must acquire ten (10) CJCP® approved credit hours from a JCR program/event. Assuming that you do this within your three year certification term, you may then sit for the examination.

## CJCP Candidate Handbook | June 15, 2016

- Q:** Will the examination offered to those recertifying be the same examination we took during our initial try?
- A:** The CJCP® examination is reviewed and updated each year. This is important due to any changes in the accreditation standards, survey process changes, etc. We also continuously make updates to the examination based on feedback from our psychometrician. Therefore, the examination you took at the beginning of your three year certification period will not be the same for recertification.
- Q:** What is the time frame for recertification?
- A:** Candidates for recertification will be able to apply up to sixty (60) days prior to their certification expiration date, and up to sixty (60) days after their certification expiration date. If you exceed this time period, you must reapply for CJCP certification by retaking the examination.
- Q:** What if I am not able to apply for recertification within my grace period?
- A:** Candidates who miss their sixty (60) day time period to apply for CJCP recertification will need to reapply for CJCP. However, should you miss the date due to extenuating circumstances such as illness, an appeals process is in place so that we can work directly with you to determine if an exception will be made for your particular circumstance. To request a Recertification Appeal Application, please contact us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com)
- Q:** How many audits will be conducted in terms of recertification applications?
- A:** JCR will be auditing one out of every ten applications that come in for recertification. The audits will be randomly selected, and computer generated by our vendor, PSI/AMP.
- Q:** What happens if I get selected for an audit?
- A:** If you get selected for an audit, you will first be notified by a written communication, followed up by a letter asking you for proof of the education events that you have listed on your application. You will be given a time frame as to when you need to submit the information requested and where. “Proof of participation in the events” could consist of a variety of options. JCR will accept a copy of the Certificate of Attendance, a transcript, pre and post test results of any required quizzes, or letters from the sponsoring organization. During the time of your certification, we do encourage you to save these documents in a safe location for the purpose of the recertification audit.

**Q:** When I recertify, will the new three year terms be renewed on the date of my original examination, or does it restart at the time of my recertification application?

**A:** The date of your new certification term will be dependent on how you recertify. If you are recertifying based on submission of the application and CJCP credit hours, the dates will be extended based on your original successful completion of the examination. For example, if you passed the examination on January 1, 2013, your certification period was January 1, 2013 to January 1, 2016. Your new recertification period will be January 1, 2016 to January 1, 2019 (regardless if you submitted your application before this date). If you are recertifying by re-taking the examination, your recertification period will be altered based on the day you successfully pass the examination.

**Q:** My recertification is not due until January of next year. However, I already have the requirements met to meet recertification as I have obtained the number of hours needed to recertify. Is it possible that I could submit an early application while I have the time?

**A:** Unfortunately, the policy only allows for you to recertify up to sixty (60) days in advance of your certification expiration date. Congratulations on meeting your deadline early and please hold on to that information so that we can expedite your application just as soon as your time frame is met.

**Q:** What is the process for recertification?

**A:** Similar to the original application for CJCPs, our vendor, PSI/AMP will be processing your recertification application and payment. The applications will be electronic to all, with the exception to those needing to re-take the examination. At the present time, we ask that those candidates submit a paper application to provide proof of the ten required (minimum) JCR CJCP credit hours. A paper application will also be available for any candidate who may prefer to not submit an electronic application. Recertification applications are available on both JCR and PSI/AMP's websites. When it is time for your recertification, you will start to receive reminders and communications from JCR to meet your deadlines. In addition, you will receive specific instructions from us to submit your application. For these reasons, it is important that you continue to notify us with any change in your email or mailing address.

## CJCP Candidate Handbook | June 15, 2016

- Q:** I am a CJCP® who is submitting an individual application for a program to be reviewed for CJCP® equivalency hours. Is there a fee for this?
- A:** No, there is no fee for a CJCP® to submit an application to us. The only time there is a fee associated with the application is for an organization who wishes to offer CJCP® credit hours. The reason for this is that we then work with the organization to assist them with using the CJCP® logo within their marketing, etc.
- Q:** Could I submit the Application for Acceptance of Continuing Education Toward CJCP® Recertification Requirements electronically?
- A:** Yes, we provide the application to requestors electronically. The application and accompanying materials may be returned to us electronically or via paper copies.
- Q:** I submitted an Application for Acceptance of Continuing Education Toward CJCP® Recertification and it was approved. Could my colleague who is also a CJCP® obtain those credit hours?
- A:** Yes, if your colleague is also a CJCP® and attended the same event, he/she will also be able to obtain those awarded CJCP® credit hours. In fact, once a program is approved for CJCP® credit hours, it is posted on our approved formal listing of programs. All CJCPs® will have equal opportunity to share in acquiring CJCP® credit hours from an approved event. Events are not limited to just the applicant for a particular program.
- Q:** How do I acquire the electronic Application for Acceptance of Continuing Education Toward CJCP® Recertification?
- A:** Please e-mail us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com) to request a copy. JCR will also continuously post a copy of the application within our private CJCP® networking platform within Salesforce (“Chatter”).
- Q:** My organization has acquired Joint Commission faculty for our program through The Joint Commission’s Speakers Bureau. Does our program automatically get approved for CJCP® credit hours for recertification?
- A:** No, CJCP® credit hours are not automatically applied for programs. However, we do encourage your organization to submit an Application for Acceptance of Continuing Education Credits Toward CJCP® Recertification Requirements. The reason for this is that we need to look at the full content of the program, and other required elements to determine the actual number of equivalency hours that should be awarded.



**Q:** I represent a large health care organization that provides continuing education events that may qualify for CJCP credit hours. How does my organization apply and what are the benefits of that?

**A:** We encourage organizations to apply to us for CJCP equivalency hours and have an application in place to do so. The same eligibility for program approval is in place similar to that of an individual application from a CJCP. However, if an organization applies and meet criteria with approval, they are allowed to use the CJCP logo within their marketing attempts (rules and policies apply). The application fee for an organization to apply for CJCP credit hours and approval is \$100. For more information including deadlines and the application itself, please contact us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com).

### **Refunds**

**Q:** I submitted my application for certification, but have since changed my mind for various reasons. How do I go about requesting a refund?

**A:** JCR anticipates that there may be special circumstances when a candidate who has submitted an application for CJCP® may request a refund. A candidate who submits a complete application, who then requests a refund, will receive their refund less \$100. This fee is maintained to cover the application processing fee.

**Q:** I applied for the CJCP® examination and was scheduled to take the exam. Unfortunately, the day of testing I did not feel prepared and did not sit for the examination. How do I go about requesting a refund?

**A:** Once your examination is scheduled, you have reserved a time and seat at your chosen testing site location. Should you not show for the examination, unfortunately you are considered “absent.” Absent candidates forego their application fees (unless there are extenuating circumstances).

**Q:** I regularly attend the Joint Commission Hospital Executive Briefing. Does that count for CJCP® recertification credit?

**A:** Yes, CE hours obtained during the Hospital Executive Briefings programs do count toward the CJCP® recertification requirement. However, the hours must be obtained during your three (3)-year certification time frame. This same requirement holds true for all programs. You will only acquire credits toward CJCP® recertification, after you achieve the certification. Credits cannot be retroactively applied.

### **Contacts for Specific CJCP®-Related Questions**

For questions related to CJCP®, please visit <http://www.jcrinc.com/cjcp-certification/>. You may also direct your individual questions to JCR via e-mail at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com). Staff will review all questions within seven (7) business days. For questions by telephone, please contact JCR's customer service line:

- Customer Service (United States): 877/223-6866 (8 a.m.–8 p.m. EST)
- Customer Service (outside the United States): +1-770-238-0454 (13:00 UTC–01:00 UTC)

For questions related to scheduling an examination, changing your examination date, or payment issues, please contact PSI/AMP at 888/519-9901 or visit its website at <http://www.goAMP.com>.

### **Contacts for Specific Questions Related to the Examination**

For questions specific to the examination content, how to prepare for the examination, available modules, continuing education courses, or examination topics, please send an e-mail to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com). We ask that you put your question in writing, as it will assist us in updating our frequently asked questions and in obtaining a database about potential CJCP® examination concerns and areas for improvement. To speak to a customer service representative, please contact at 877/223-6866 from 8:00 a.m. to 8:00 p.m. EST.

### **Certificates for New CJCPs and Renewal Stickers for CJCPs**

#### Recertifying

After successful completion of the formal CJCP® examination, candidates you will receive a formal certificate directly from Joint Commission Resources. The certificate congratulating you on this prestigious award will be signed by Joint Commission and Joint Commission Resources officials to congratulate you on this prestigious award. Printed on heavy card stock, the certificate will be shipped to the mailing address you provided on your CJCP® application. You will receive your formal certificate approximately six (6) weeks after successful completion of the CJCP® exam.

After successful recertification, CJCPs will receive a renewal sticker for their original formal certification of success. The renewal sticker will provide the CJCP dates of renewal specific to each CJCP candidate. You will receive your formal renewal sticker approximately six (6) weeks after successful completion of the CJCP recertification dependent on how you recertify.

## CJCP Candidate Handbook | June 15, 2016

There is no extra fee for the original certificate or the renewal sticker. However, should you wish to receive a second certificate, have your name changed during your certification period, or request a replacement certificate for any reason, a duplicate certificate fee of \$30.00 will apply. Should you wish to receive a second recertification sticker for any reason, or a duplicate sticker, a fee of \$15.00 will apply.

### Promoting Your Credential

Once you become a CJCP® professional, we encourage you to promote your significant career achievement. Your prestigious credential may be displayed as in the example below:



John Doe, CJCP®

You may also wish to add your credential to your business cards, professional networking platforms such as LinkedIn, stationery, e-mail signature lines, and display your formal certificate in your office.

We also encourage you to contact your human resources department so that it can announce your award internally through organization newsletters, listblasts, community boards, social networking, and other communication methods.


# CJCP Candidate Handbook | June 15, 2016

Sample “temporary” CJCP Score Report distributed to candidates taking the exam during the month of January and are part of the official passing point study:

	<b>SCORE REPORT</b>	
<b>JOINT COMMISSION RESOURCES CERTIFIED JOINT COMMISSION PROFESSIONAL (CJCP) EXAMINATION™</b>		
LNSAMPLE, FNSAMPLE MNSAMPLE NOT A REAL ADDRESS SAMPLE CITY, XX XXXXX		CANDIDATE ID NUMBER: <b>SAMPLE000</b> EXAMINATION DATE: <b>1/1/2013</b> CONTROL ID: <b>123456789</b>
<hr/> <b>SAMPLE</b> <hr/>		
<p>Thank you for completing the Certified Joint Commission Professional (CJCP) Examination™. Before your results can be released, responses from candidates to examination items will be reviewed to ensure each examination score is accurate. In addition, Joint Commission Resources (JCR) will approve the passing point for the examination.</p>		
<p>Completion of these steps relies on collecting responses from a sufficient number of candidates. Because response collection continues, your results are still being held.</p>		
<p>For information regarding the expected release of your results, go to <a href="http://online.goamp.com/CandidateHome/CandidateInformation.aspx">http://online.goamp.com/CandidateHome/CandidateInformation.aspx</a> and follow the three steps listed.</p>		
<p>If you have any concerns or questions, please contact:</p>		
<p style="text-align: center;"><b>CJCP</b> c/o Joint Commission Resources The Joint Commission One Renaissance Blvd. Oakbrook Terrace, Illinois 60181 E-mail: <a href="mailto:cjcp@jcrinc.com">cjcp@jcrinc.com</a> Phone: (630) 792-5452 or (630) 792-5444 Fax: (630) 792-4444 Website: <a href="http://www.jcrinc.com/cjcp-certification">http://www.jcrinc.com/cjcp-certification</a></p>		
<p><small>This examination was solely developed by Joint Commission Resources (JCR). Comments or questions regarding examination content should be directed to JCR by email at <a href="mailto:cjcp@jcrinc.com">cjcp@jcrinc.com</a>. Examination administration was provided by <a href="#">PSI/AMP</a>.</small></p>		


# CJCP Candidate Handbook | June 15, 2016

Sample CJCP Score Report distributed to candidates who successfully passing the exam:

 <b>JOINT COMMISSION RESOURCES</b> <b>CERTIFIED JOINT COMMISSION PROFESSIONAL</b> <b>(CJCP) EXAMINATION™</b>	<b>SCORE REPORT</b>	<div style="border: 1px solid red; padding: 20px; text-align: center;"><b>Photo Goes Here</b></div>																		
LNSAMPLE, FNSAMPLE MNSAMPLE NOT A REAL ADDRESS  SAMPLE CITY, XX XXXX		CANDIDATE ID NUMBER: <b>SAMPLE000</b> EXAMINATION DATE: <b>1/8/2016</b> CONTROL ID: <b>123456789</b>																		
<h1>SAMPLE</h1>																				
You have passed this examination. Your score is <b>119</b> correct answers. The passing score is <b>117</b> correct answers.																				
<table border="1" style="width: 100%;"><thead><tr><th style="text-align: left;">Content Area</th><th style="text-align: right;">Your Score/Max Score</th></tr></thead><tbody><tr><td>1. Understanding the Joint Commission's Accreditation Process (including CMS)</td><td style="text-align: right;">18/20</td></tr><tr><td>2. Joint Commission Standards Overview</td><td style="text-align: right;">46/65</td></tr><tr><td>3. Medical Staff Standards - Focus</td><td style="text-align: right;">9/10</td></tr><tr><td>4. Environment of Care - Focus</td><td style="text-align: right;">11/15</td></tr><tr><td>5. Leadership Standards and Skills</td><td style="text-align: right;">6/10</td></tr><tr><td>6. Performance Improvement</td><td style="text-align: right;">9/10</td></tr><tr><td>7. Patient Safety</td><td style="text-align: right;">20/20</td></tr><tr><td style="text-align: center;"><b>TOTAL</b></td><td style="text-align: right;"><b>119/150</b></td></tr></tbody></table>			Content Area	Your Score/Max Score	1. Understanding the Joint Commission's Accreditation Process (including CMS)	18/20	2. Joint Commission Standards Overview	46/65	3. Medical Staff Standards - Focus	9/10	4. Environment of Care - Focus	11/15	5. Leadership Standards and Skills	6/10	6. Performance Improvement	9/10	7. Patient Safety	20/20	<b>TOTAL</b>	<b>119/150</b>
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7. Patient Safety	20/20																			
<b>TOTAL</b>	<b>119/150</b>																			
<p>Congratulations on passing the examination! You are now a Certified Joint Commission Professional. We encourage you to use "CJCP" after your name to distinguish yourself among your peers and showcase your achievement. You will receive a certificate suitable for framing from Joint Commission Resources (JCR) within six weeks. We encourage you to keep up with the CJCP recertification requirements for the next three year period. For the most current information, please refer to the JCR website, <a href="http://www.jcinc.com/cjcp-certification">http://www.jcinc.com/cjcp-certification</a> for further information.</p>																				
<p>This examination was solely developed by Joint Commission Resources (JCR). Comments or questions regarding examination content should be directed to JCR by email at <a href="mailto:cjcp@jcinc.com">cjcp@jcinc.com</a>. Examination administration was provided by <a href="#">PSI/AMP</a>.</p>																				

# CJCP Candidate Handbook | June 15, 2016

Sample CJCP Score Report distributed to candidates who unfortunately fail the CJCP exam:

 <b>JOINT COMMISSION RESOURCES</b> <b>CERTIFIED JOINT COMMISSION PROFESSIONAL</b> <b>(CJCP) EXAMINATION™</b>	<b>SCORE REPORT</b>	<div style="border: 1px solid red; padding: 20px; text-align: center;">Photo Goes Here</div>																		
LNSAMPLE, FNSAMPLE MNSAMPLE NOT A REAL ADDRESS  SAMPLE CITY, XX XXXX		CANDIDATE ID NUMBER: <b>SAMPLE000</b> EXAMINATION DATE: <b>1/8/2016</b> CONTROL ID: <b>123456789</b>																		
<h1>SAMPLE</h1>																				
You have failed this examination. Your score is <b>91</b> correct answers. The passing score is <b>119</b> correct answers.																				
<table border="1" style="width: 100%;"><thead><tr><th style="text-align: left;">Content Area</th><th style="text-align: right;">Your Score/Max Score</th></tr></thead><tbody><tr><td>1. Understanding the Joint Commission's Accreditation Process (including CMS)</td><td style="text-align: right;">12/21</td></tr><tr><td>2. Joint Commission Standards Overview</td><td style="text-align: right;">36/65</td></tr><tr><td>3. Medical Staff Standards - Focus</td><td style="text-align: right;">7/10</td></tr><tr><td>4. Environment of Care - Focus</td><td style="text-align: right;">8/14</td></tr><tr><td>5. Leadership Standards and Skills</td><td style="text-align: right;">5/10</td></tr><tr><td>6. Performance Improvement</td><td style="text-align: right;">9/10</td></tr><tr><td>7. Patient Safety</td><td style="text-align: right;">14/20</td></tr><tr><td style="text-align: center;"><b>TOTAL</b></td><td style="text-align: right;"><b>91/150</b></td></tr></tbody></table>			Content Area	Your Score/Max Score	1. Understanding the Joint Commission's Accreditation Process (including CMS)	12/21	2. Joint Commission Standards Overview	36/65	3. Medical Staff Standards - Focus	7/10	4. Environment of Care - Focus	8/14	5. Leadership Standards and Skills	5/10	6. Performance Improvement	9/10	7. Patient Safety	14/20	<b>TOTAL</b>	<b>91/150</b>
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6. Performance Improvement	9/10																			
7. Patient Safety	14/20																			
<b>TOTAL</b>	<b>91/150</b>																			
<p>We regret to report that you did not pass the examination. Please be advised that there are no restrictions on how many additional times you can sit for the examination. The examination is offered quarterly throughout the year during the months of January, April, July, and October. If you wish to retake the examination, go to the website of <b>PSI/AMP</b> at <a href="http://www.goAMP.com">www.goAMP.com</a> to submit a new application and pay the appropriate examination fee. Refer to the Joint Commission Resources (JCR) website, <a href="http://www.jcrinc.com/cjcp-certification">http://www.jcrinc.com/cjcp-certification</a> for further information.</p>																				
<p>This examination was solely developed by Joint Commission Resources (JCR). Comments or questions regarding examination content should be directed to JCR by email at <a href="mailto:cjcp@jcrinc.com">cjcp@jcrinc.com</a>. Examination administration was provided by <b>PSI/AMP</b>.</p>																				



# CJCP® Policies and Procedures

Appropriate Use of the CJCP® Credential . . . . .	72–73
Applicant Appeals . . . . .	74–75
Formal Certificates . . . . .	76–77
Refunds . . . . .	78–79
Credit Hours for External Programs/Conferences . . . . .	80–85
Applications for CJCP® Credit Hours . . . . .	86–92
Application for Acceptance of Continuing Education Credits Toward CJCP® Recertification Requirements: Individual Application . . . . .	86–88
Application for Acceptance of Continuing Education Credits Toward CJCP® Recertification Requirements: Organization Application . . . . .	89–92
Potential CJCP® Credit Hour Opportunities for CJCP® Recertification (approved programs) . . . . .	93–122
CJCP® Recertification Applicant Appeals . . . . .	123–124





# CJCP<sup>®</sup>

## *Appropriate Use of the CJCP Credential*

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**A Certified Joint Commission Professional is encouraged to:**

- **Use your CJCP credential proudly after your name**, as you would with any other credential. Use all capital letters (not lower case). Put it on your business card, your electronic signature, and anywhere else that is professionally appropriate.\* After all, you earned it!
- **Showcase your knowledge** of Joint Commission hospital standards and compliance issues as a CJCP. In addition, share with your peers your CJCP certification experience and the benefits of being a CJCP.
- **Continue to keep up with the latest from The Joint Commission** and Joint Commission Resources (JCR) on all accreditation-related initiatives, including new and revised accreditation requirements and policies, National Patient Safety Goals, and sentinel events. This is necessary to continue with your leadership role and accreditation efforts for your organization or system.
- **Maintain your CJCP credential** by meeting the recertification requirements and obtaining 30 CJCP credit hours within the three-year period of your certification. (Please refer to the *CJCP Handbook* for details.)
- **Enjoy being a CJCP when you attend JCR education events**. You will receive special recognition at select JCR education events, including a special orange ribbon for your participant badge, reserved seating, and other perks.

**If you have questions about your CJCP credential, please email [cjcp@jcrinc.com](mailto:cjcp@jcrinc.com).**

### **Disclaimers:**

*An individual should not use the CJCP if he/she has not been awarded the credential and/or if the credential has expired and the individual has not been recertified. A CJCP credential must be maintained; it is not a lifetime designation.*

*Also, the CJCP credential should not be used to promote a firm, partnership, or an organization's services as a whole. The CJCP designation applies only to an individual.*

*A CJCP should not promote or publicize his/her CJCP examination score as a way of distinguishing oneself from other CJCPs. Anyone who passes the CJCP examination has the same credential; there is no gradation or distinction based on examination score.*

*CJCPs are not endorsed, approved, or licensed by The Joint Commission or JCR as a result of having earned CJCP certification. Moreover, CJCP certification does not indicate equivalent education, training, or experience to that of a Joint Commission surveyor or Joint Commission Resources (JCR) consultant (although some Joint Commission surveyors and JCR consultants may have the CJCP credential).*

*The CJCP credential does not mean that one is qualified to teach or provide any consulting related to the CJCP examination or to provide CJCP continuing education credits.*

*An individual or organization is prohibited from creating a company logo integrating the CJCP and/or the Certified Joint Commission Professional trademarks.*

*The Joint Commission does not require accredited organizations to have a CJCP on staff, nor do The Joint Commission and JCR guarantee that having a CJCP on staff ensures a successful survey and/or accreditation. The CJCP credential is wholly separate and distinct from Joint Commission accreditation.*

**Note:** "CJCP," "Certified Joint Commission Professional," "Joint Commission Resources," "The Joint Commission," and "JCR" are trademarks of Joint Commission Resources, Inc., and its affiliate, The Joint Commission. Your use of these marks is subject to the terms and conditions of the license.



## Policy and Procedure

**Policy Title:** Policy on Applicant Appeals  
**Applies to:** CJCP External Candidates  
**Prepared by:** Associate Director, CJCP Program, Joint Commission Resources  
**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** Vice President, Publications, Education, and Electronic Products, Joint Commission Resources and Associate General Counsel, Joint Commission Resources  
**Policy date:** June 1, 2013  
**Modified Date(s):** March 31, 2016

**PURPOSE** Joint Commission Resources, Inc. (“JCR”) anticipates that there may be some candidates who are not accepted into the program based eligibility requirements, but would like JCR to reconsider their eligibility. For those particular candidates, the following Appeals Process is in place.

**POLICY** JCR will allow individuals to appeal their ineligibility based on unique employment history, education level, or the like. Such individuals who wish to be reconsidered for the CJCP® examination need to appeal and have their appeal reviewed through the following steps by JCR.

**THIS POLICY DOES NOT APPLY, AND THERE IS NO BASIS FOR APPEAL, FOR THOSE CANDIDATES WHO DO NOT COMPLETE OR PASS THE CJCP EXAMINATION.**

First, candidates must first request a formal Appeals Application via email to [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com). Email requests for Appeals Applications will be received and reviewed on an ongoing basis; there is no deadline. The Appeals Application will be provided to the requester via email.

Candidates are not required to complete an Appeals Application after receipt if they change their minds; however, an appeal will not be considered until a complete Appeals Application is received by JCR.

Candidates should submit their completed Appeals Application via email to [cjcp@jcrinc.com](mailto:cjcp@jcrinc.com) with the email titled “Formal Appeals Application.”

When JCR receives an Appeals Application, the applicant will receive an acknowledgement of receipt within fourteen (14) business days. The applicant will also receive further instructions from JCR as to the next steps in the process

or potential questions and/or documentation that must be submitted to support the application and deem the application complete.

When an Appeals Application is deemed complete by JCR, it will be reviewed by the CJCP®™ Steering Committee, which will make a decision on each candidate independently in a closed session. The Steering Committee may also choose to deliberate via email correspondences in order to process the applications in a timely manner. Candidates are not permitted to attend or provide oral arguments at the Steering Committee session should there be a live meeting.

The Steering Committee may approve, deny, or request further information of the candidate. The Steering Committee will vote on each potential candidate, with a majority ruling. The decision, with the results of the vote, will be documented in the Steering Committee meeting's minutes. Pending the committee's discussion, further information may be required from the candidate. All requests for further information from the Steering Committee will be sent to the candidate within 7 business days of the Steering Committee's meeting. The candidate will be provided a deadline for submission of these items, and the date will be set forth in the communication post the Steering Committee meeting. JCR must receive the candidate's response by the deadline, or the appeal is automatically denied.

A formal written approval or denial from the Steering Committee will be provided to the candidate within 7 business days of rendering a final decision. This written notice will provide applicants of the committee's decision only and they will be notified that a follow-up communication will be forthcoming. The second communication will be a formal letter further explaining the committee's final decision. It will be sent within 30 business days of rendering a final decision. Decisions of the Steering Committee are final and not subject to further appeal.

**Approved candidates** will be provided with a paper CJCP Application and Instructions on how to submit. A formal application for CJCP must be submitted within three (3) months from the date on the formal approval letter from JCR. An approved candidate's name will be provided to JCR's vendor for processing applications. JCR's vendor will handle all applications and scheduling of candidates for examination post approval from JCR.

**Denied** candidates may reapply to the CJCP™ program after one calendar year (12 months), after submission of their first denied Appeal. In many instances, a denied candidate may eventually meet the eligibility requirements.

### **APPROVALS**

**Policy Approval** – The original policy statement required the approval of the Deputy Executive Officer, JCR, and the Office of the General Counsel. Revisions to this policy require the approval of the Vice President, Publications, Education, and Electronic Products, JCR, and the Associate General Counsel, JCR.

**Procedure Approval** – The initial procedure and any changes thereto require the approval of the CJCP Steering Committee, in addition to the Vice President, Publications, Education, and Electronic Products, JCR, and the Associate General Counsel, JCR.



**Policy and Procedure**  
*Subject to Change*

**Policy Title:** Formal Certificates  
**Applies to:** Certified Joint Commission Professionals (CJCP)  
**Prepared by:** Associate Director, CJCP Program, Joint Commission Resources  
**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** Vice President, Publications, Education, and Electronic Products, Joint Commission Resources and Associate General Counsel, Joint Commission Resources  
**Policy date:** April 20, 2013  
**Modified Date(s):** April 27, 2016

**PURPOSE** Every individual who successfully passes the Certified Joint Commission Professional (CJCP) examination will receive a formal CJCP Certificate of Recognition. For those individuals, this policy is set forth regarding the distribution of initial certificates; replacement of lost, stolen, or destroyed certificates; and purchase of additional certificates.

**POLICY** After a candidate takes the CJCP examination, PSI/AMP notifies JCR of the candidate's results, either pass or fail. There are four (4) testing periods per calendar year, during the months of January, April, July, and October. The candidate receives notification of his or her results (pass or fail) immediately upon completion of the CJCP exam. The candidate receives a written Score Report before leaving the testing assessment center (defined in the Candidate Handbook). Candidates who have passed the examination with a score of 80% or higher, as indicated on their Score Reports, are entitled to a CJCP Certificate of Recognition.

JCR will mail a certificate to the new CJCP approximately six (6) weeks after successful completion of the exam to the address noted on the candidate's application. This certificate is suitable for framing and display of the CJCP achievement.

CJCP certification is good for a three-year period starting with the month in which the candidate passed the CJCP examination. A CJCP must renew his or her certification in order to maintain his or her status (see Candidate Handbook for recertification details). The current CJCP certification notes the valid dates of one's certification period including the expiration date. When a CJCP recertifies, he or she will be provided with a new CJCP Certificate of Recognition.

## CJCP Candidate Handbook | June 15, 2016

There is no additional fee for the certificate; the price is included in the application and examination fee.

A CJCP who wishes to obtain a second identical certificate, have his or her name changed during his or her certification period, or receive a replacement certificate for any reason, may do so. An additional certificate fee of \$30 will apply. This fee may change without notice based on costs of goods, materials, and/or shipping.

### **APPROVALS**

**Policy Approval** – This policy statement requires the approval of the Deputy Executive Officer, JCR, and the Office of the General Counsel. Revisions to this policy require the approval of the Vice President, Publications, Education, and Electronic Products, JCR, and the Associate General Counsel, JCR.

**Procedure Approval** – The initial procedure and any changes thereto require the approval of the CJCP Steering Committee, in addition to the Deputy Executive Officer, JCR, and the Office of the General Counsel.



**Policy and Procedure**  
*Subject to Change*

**Policy Title:** Policy on Refunds  
**Applies to:** Certified Joint Commission Professionals (CJCP) Candidates  
**Prepared by:** Associate Director, CJCP Program, Joint Commission Resources  
**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** Vice President, Publications, Education, and Electronic Products, Joint Commission Resources and Chief Financial Officer, Dept of Planning and Financial Affairs, The Joint Commission  
**Policy date:** May 29, 2013  
**Modified Date(s):** April 27, 2016

**PURPOSE** JCR anticipates that there may be circumstances when a candidate may request a refund. This policy is intended to define the circumstances when a refund will be provided and those circumstances when a refund, or partial refund, will not be provided.

**POLICY** As a general rule, JCR does not provide refunds to CJCP candidates for their application and examination fees. However, there are certain exceptions when a refund or partial refund will apply. The following are examples of situations in which refunds will or will not be provided to candidates.

**Examples of When Refunds or Partial Refunds May Be Provided:**

**Candidate with Complete Application Deemed Ineligible for CJCP**

A candidate who submits a complete application, yet under review is deemed ineligible for CJCP, will receive a partial refund, which is the registration fee less \$100 for processing.

**Candidate Who Fails to Appear at a Testing Assessment Center for the Examination Appointment**

A candidate who does not show for his or her CJCP examination appointment will forego his or her entire application and examination fee unless he or she has notified PSI/AMP at least two (2) business days prior to his or her scheduled appointment. A refund or partial refund will be considered by The CJCP Steering Committee for extraordinary circumstances such as a motor vehicle accident, hospitalization, or hazardous weather conditions (for example, tornado, blizzard), or other similar emergency. These exceptions will be considered on a case-by-case basis. In such a case, the applicant must notify PSI/AMP at his or her earliest opportunity as to the reason for the missed appointment. PSI/AMP will convey the special circumstances to JCR, who will review and determine the situation at the next CJCP Steering Committee Meeting. The Steering Committee members will discuss each case and must agree unanimously on the

decision to either refund the candidate or allow the candidate to reschedule the CJCP examination. The CJCP Steering Committee will then inform the candidate and PSI/AMP of its final decision.

### **Examples of When Application and Examination Fees Will Be Forfeited:**

#### **Candidate Who Reschedules Examination Appointment More Than Once in a Calendar Year**

A candidate may reschedule his or her examination appointment on one occasion (within a 12-month period) without penalty by contacting PSI/AMP at least two business days prior to his or her scheduled appointment. Holidays are not considered business days. However, if a candidate needs to reschedule his or her examination more than once in a 12-month period, he or she will forfeit the entire application and examination fee. In addition, the candidate must reapply for certification, re-submit his or her application, and pay the fees again. *(Please refer to PSI/AMP's website [www.goamp.com](http://www.goamp.com) for a list of days recognized as holidays.)*

#### **Candidate Who Arrives Late at a Testing Assessment Center for an Examination**

A candidate who arrives at a testing assessment center more than fifteen (15) minutes late, for any reason, will not be admitted to the CJCP examination. This candidate will forfeit his or her entire application and examination fee and cannot transfer the fees to a future examination appointment, except as provided for above.

### **APPROVALS**

**Policy Approval** – The original policy statement requires the approval of the Deputy Executive Officer, JCR; the Office of the General Counsel; the Chief Financial Officer, Dept of Planning and Financial Affairs, The Joint Commission. Revisions to this policy require the approval of the Vice President, Publications, Education, and Electronic Products, JCR, and the Associate General Counsel, JCR.

**Procedure Approval** – The initial procedure and any changes thereto require the approval of the CJCP Steering Committee, in addition to: the Deputy Executive Officer, JCR; the Office of the General Counsel; the Chief Financial Officer, Dept of Planning and Financial Affairs, The Joint Commission





**Policy and Procedure**  
*Subject to Change*

**Policy Title:** CJCP® Credit Hours for External Programs/Conferences (Equivalency Credit Hours)  
**Applies to:** Certified Joint Commission Professionals (CJCP)  
**Prepared by:** Associate Director, CJCP Program, Joint Commission Resources  
**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** President and Chief Executive Officer, Joint Commission Resources and Joint Commission International, and Legal Counsel, The Joint Commission  
**Policy date:** January 8, 2014  
**Modified Date(s):** March 21, 2016

**PURPOSE** In order to fulfill the required thirty (30) CJCP® credit hours for recertification over the three-year period of certification, a Certified Joint Commission Professional (CJCP) may earn such credit hours by successfully completing 30 credit hours of designated CJCP® education programs, or at minimum, 20 CJCP® credit hours from JCR, with the remaining 10 credit hours received from external programs approved by JCR (“Equivalency Credit Hours”). The purpose of this Policy and Procedure is to set forth the manner by which Equivalency Credit Hours may be granted by an organization and earned by a CJCP®.

**POLICY** This policy outlines the procedures and criteria for selecting external educational offerings that may be used for Equivalency Credit Hours. The CJCP® Steering Committee determines the procedure and criteria for evaluating such external educational offerings, which may be reviewed and modified, as needed, on an ongoing basis by the CJCP® Steering Committee.

The following **Criteria** must be met in order for a non-CJCP® educational offering to provide Equivalency Credit Hours:

- The Organization should offer continuing education hours at a minimum for the Accreditation Council for Continuing Medical Education (ACCME), and/or American College of Healthcare Executives (ACHE), and/or the American Nurses Credential Center (ANCC) credits, and/or The California Board of Nursing credits. The organization’s accreditation status must be in good standing with the relevant accrediting bodies named above.
- The organization must have faculty with the level or expertise and/or field experience consistent with that of JCR consultants, Joint Commission Surveyors, and/or Joint Commission enterprise staff who are subject matter experts.

- The educational offering being considered for Equivalency Credit Hours must cover content specific to the needs of the CJCP® professional. The focus of the programs, while not exclusive, needs to cover at least one of the following: Joint Commission hospital accreditation standards, National Patient Safety Goals® (for hospitals), the Joint Commission survey process for hospitals, and quality improvement and patient safety in health care, in such breadth and depth that it meets the quality of other CJCP® and Equivalency Credit offerings, as determined by the CJCP Steering Committee. While it is permissible to have other topics as part of the program, CJCP® credit hours will be calculated based on a determination of the relevance to the CJCP® professional by JCR.
- The organization must be in good standing with The Joint Commission and/or Joint Commission Resources. Any pending legal issues such as intellectual property infringement or related cases must be resolved prior to the consideration of this application. This includes infringement violations on any related items such as copyrights, patents, trademarks, or false marketing.

### **Equivalency Credit Hour Selection and Review Procedure**

The CJCP® Steering Committee will establish a Continuing Education Subcommittee and appoint members to the Subcommittee.

The Continuing Education Subcommittee is tasked with reviewing and evaluating applications and materials submitted by Applicants for external educational offerings seeking Equivalency Credit to determine eligibility based on the Criteria provided for in this policy. The subcommittee will also proactively seek and identify appropriate external equivalency programs for review.

The Continuing Education Subcommittee will meet at least quarterly to review and evaluate applications for Equivalency Credit and determine a recommendation for the CJCP® Steering Committee.

Recommendations from the Continuing Education Subcommittee will be provided to the CJCP® Steering Committee for a final determination.

The CJCP® Steering Committee will review the recommendations from the Subcommittee and vote on the applications under consideration or request further information from the Applicant. The CJCP® Steering Committee will rule by majority vote on the decision, which is final and not subject to appeal by the Applicant.

Eligible Equivalency credit hours for each Applicant's educational course offering will be determined based on the above noted program criteria.

Newly recognized educational offerings eligible for Equivalency Credit will be added to the ongoing list of eligible CJCP® credit hour opportunities for CJCP® recertification. The list will be posted on JCR's website, in addition to notifications sent to CJCPs regarding new educational offerings via email and Chatter. JCR reserves the right to update/revoke any changes to the formal list



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**Policy Title:** CJCP® Credit Hours for External Programs/Conferences (Equivalency Credit Hours)  
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**Approved by:** President and Chief Executive Officer, Joint Commission Resources and Joint Commission International, and Legal Counsel, The Joint Commission  
**Policy date:** January 8, 2014  
**Modified Date(s):** March 21, 2016

as deemed appropriate, and for any reason, at any time without prior notice to the field

**Organizations Requesting Consideration for Equivalency Credits**

Organizations that wish to offer Equivalency Credit for an educational offering must request an application and content review request. Email inquiries should be directed to [cjcp@jcrinc.com](mailto:cjcp@jcrinc.com). The Applicant and educational offering must meet or exceed the Criteria provided for in this policy for their educational offerings to be considered for Equivalency Credit. Applicants will need to submit information regarding their organization and the educational offerings' content, faculty, program objectives, topics, and applicability to the CJCP® program. Materials regarding the content of an educational offering will be used for purposes of evaluating the application and the granting, maintaining, or renewing of Equivalency Credit only.

All applications will be reviewed by the CJCP® Steering Committee and/or the Outside Continuing Education Subcommittee, in accordance with the Equivalency Credit Selection and Review Procedure.

All Applicants approved for Equivalency Credit must review and agree, in writing, to the terms and conditions applicable to external programs, a copy of which may be provided to Applicant's in advance, upon written request. JCR reserves the right to terminate the Equivalency Credits eligibility program, or revoke its approval of any particular educational offering at any time and for any reason.

**Individuals Requesting Equivalency Credit for Education Opportunities**

## CJCP Candidate Handbook | June 15, 2016

Individuals who believe a third party's educational offering is worthy of CJCP® Equivalency Credits are encouraged to submit a request for review to JCR. Email inquiries should be directed to [cjcp@jcrinc.com](mailto:cjcp@jcrinc.com).

An individual request must come from a Certified Joint Commission Professional (CJCP) who is working toward CJCP® credit hours for recertification purposes.

The Criteria and review procedure, as provided for under this policy, will apply, and if approved, Equivalency Credits will be offered to all CJCPs. Equivalency Credit for educational offerings will not be awarded approval retroactively.

### **Adjusting Hours and Requirements toward CJCP Recertification**

JCR may terminate the Equivalency Credit eligibility program at any time, and JCR reserves the right to alter its Criteria or procedure for granting Equivalency Credits, and its CJCP® recertification requirements regarding number and provenance of CJCP® continuing education hours at any time. Any and all Criteria or requirements changes will be posted on JCR's website. CJCPs are responsible for keeping track of current requirements. .

### **Terms & Conditions for Organizations Offering Equivalency Credit**

If an Organization's educational offering has been approved by JCR to offer Equivalency Credits, the following guidelines must be adhered to by the Organization:

JCR will provide the Organization with the final approved hours for CJCP® credits. The Equivalency Credit hours cannot be modified or revised by the Organization. The Equivalency Credit hours are based on the final agenda received from the Organization at the time of application. If an agenda is modified, the Organization needs to provide the revised agenda to JCR, as soon as reasonably practicable. Equivalency Credit hours may be revoked or modified by JCR based upon changes to the content or agenda.

Organizations are restricted from using any marketing language outside what is provided by JCR in their formal approval letter.

Only a specific educational offering is deemed approved for Equivalency Credit, and such approval does not extend to the Organization overall nor any other programs that have not received JCR approval for Equivalency Credit. Organizations may not, under any circumstances, portray or use language to convey that they, or the course offerings, have been "endorsed by" or are "partnering with" The Joint Commission and/or Joint Commission Resources.

Organizations will not be allowed to use any of the official logos from The Joint Commission and/or Joint Commission Resources. Upon request, the CJCP® logo with trademark will be provided for use in strict adherence to specific branding guidelines and subject to the Terms & Conditions.

Furthermore, the Organization by participating in the equivalency program agrees that it:



**Policy and Procedure**  
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**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** President and Chief Executive Officer, Joint Commission Resources and Joint Commission International, and Legal Counsel, The Joint Commission  
**Policy date:** January 8, 2014  
**Modified Date(s):** March 21, 2016

-may not expressly state or imply that JCR or The Joint Commission recognizes the Organization's expertise as any greater than other suppliers of products and services comparable to those of the Organization;  
-JCR's granting of Equivalency Credits does not constitute an endorsement of the Organization by JCR, or by its affiliate organization, The Joint Commission, and  
-the Organization shall not advertise or represent to any current or potential customer that JCR or The Joint Commission has expressed any opinion, whatsoever on whether the Organization's products or services do or do not facilitate compliance with The Joint Commission accreditation standards.

Recognition of the educational programs offering Equivalency Credit will be made by Joint Commission Resources on our approved listing, which will be available to all CJCPs, in addition to formal recognition on the CJCP® website.

The Joint Commission reserves the right to approve all marketing content related to any and all matters related to the CJCP® program, and to revoke approval at any time deemed appropriate.

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**Disclaimers Related to Accreditation and an Organization's Survey**

The Organization agrees not to state or imply anything to the contrary of the following with regard to its educational offerings approved for Equivalency Credit:

Educational programs and publications provided by JCR and The Joint Commission are independent and completely separate from any accreditation activity. Applicants and participants in the CJCP® certification program, and the organizations that they represent, receive no special

consideration or treatment in, or confidential information about, the accreditation process.

Participation in the CJCP® certification program is not intended to serve as a substitute for any responsibility(ies) of a health care provider or health care organization, and no representations are made by JCR or The Joint Commission concerning the effect(s), if any, of the CJCP® certification program on the quality of the care and treatment in any facility, or the outcomes thereof.

No representation is made by JCR or The Joint Commission relative to the effect(s), if any, of participation in the CJCP® certification program on any efforts by the participants and their representative organizations to attain or retain accreditation from The Joint Commission.

### **APPROVALS**

**Policy Approval** – This policy statement requires the approval of the President and Chief Executive Officer, JCR, and the Office of the General Counsel.

**Procedure Approval** – The initial procedure and any changes thereto require the approval of the CJCP® Steering Committee, in addition to the President and Chief Executive Officer, Joint Commission Resources and Joint Commission International.



## CJCP®

### Application for Acceptance of Continuing Education Credits Toward CJCP Re-certification Requirements

#### Individual Application for CJCPs

CJCP® certification is a three-year period, starting from the date a candidate passes the examination. To maintain certification (that is, to re-certify for an additional three-year period), a CJCP professional must earn 30 CJCP credits within the initial three-year certification period. The total 30 hours can be earned from JCR education activities, including CJCP webinars, live events (face-to-face learning), custom education programs, JCAccess content, JCR QSN broadcasts, audio-conferences, or CSR programs for CSR members. At a minimum, a CJCP must obtain 20 CJCP credits from JCR events. The remaining 10 credits may be earned from education offered by organizations other than JCR. A list of the approved non-JCR education offerings is available on the CJCP section of the JCR website and is updated regularly. However, if there is education that is not on this approved list, a CJCP may request such education to be reviewed and considered for meeting CJCP re-certification requirements. **This application is specifically intended for an individual CJCP to initiate a review process for such non-JCR events as a potential continuing education credit opportunity to be used toward one's CJCP re-certification requirements.**

If the education is approved as meeting CJCP continuing education requirements, it will be added to our comprehensive list of CJCP Credit Hour Opportunities. All CJCPs will be given equal opportunity and consideration of attendance.

Applications for Acceptance of Continuing Education Credits toward CJCP Re-certification Requirements must be made prior to the program date. Equivalency credit for educational offerings will not be awarded approval retroactively.

### **CJCP Information**

**Name of CJCP:** \_\_\_\_\_

**Title/Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**CJCP's Email Address:** \_\_\_\_\_

**CJCP's Telephone Number:** \_\_\_\_\_

**Date of CJCP Term:** \_\_\_\_\_  
**(Month/Year of obtaining CJCP)**

**Program Information**

**Name of Education Event to be considered for CJCP Continuing Education Credit:** \_\_\_\_\_

**Date(s) of Event(s):** \_\_\_\_\_

**Program Sponsor:** \_\_\_\_\_

**Type/Medium of Event:** \_\_\_\_\_  
**(live face-to-face, webinar, audio-conference, other)**

Per JCR's policy/procedure on CJCP Credits for External Programs/Conferences (Equivalency Credit Hours), the CJCP Steering Committee will review and evaluate applications and materials submitted by applicants (individuals, and/or organizations). To determine eligibility criteria for CJCP credit hours, specific program criteria will be reviewed and considered. Below is a summary of eligibility criteria for any potential CJCP credits to be awarded:

- The organization must offer continuing education hours at a minimum for the Accreditation Council for Continuing Medical Education (ACCME), and/or American College of Healthcare Executives (ACHE), and/or the American Nurses Credential Center (ANCC) credits, and/or The California Board of Nursing credits.
- The organization must have faculty with the level of expertise and field experience consistent with that of JCR consultants, Joint Commission surveyors, and/or Joint Commission enterprise staff who are subject matter experts.
- The educational offering being considered for Equivalency Credit Hours must cover content specific to the needs of the CJCP professional. The focus of the programs, while not exclusive, needs to cover at least one of the following: Joint Commission hospital accreditation standards, National Patient Safety Goals® (for hospitals), the Joint Commission survey process for hospitals, and quality improvement and patient safety in health care, in such breadth and depth that it meets the quality of other CJCP and Equivalency Credit offerings, as determined by the CJCP Steering Committee. While it is permissible to have other topics as part of the education program, CJCP credit hours will be calculated based on a determination of the relevance to the CJCP professional by JCR.

**To expedite your request, this application, along with any supporting materials for the event (copies of agenda, brochure, objectives, faculty biosketches, website links to the program event, etc.) may be sent directly to us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com)**

The CJCP Steering Committee and/or the CJCP Continuing Education Subcommittee will meet at least quarterly to review the applications received. You will receive an answer directly to this application and/or a



request for further information shortly thereafter. For any additional assistance or inquiries regarding CJCP, please contact Susan Murray, MS, Associate Director, CJCP, Joint Commission Resources ([smurray@jcrinc.com](mailto:smurray@jcrinc.com) or 630/792-5444).

SAMPLE



## CJCP®

### Application for Acceptance of Continuing Education Credits Toward CJCP Re-certification Requirements

#### Organization Application for CJCPs

CJCP® certification is a three-year period, starting from the date a candidate passes the examination. To maintain certification (that is, to re-certify for an additional three-year period), a CJCP professional must earn 30 CJCP credits within the initial three-year certification period. The total 30 hours can be earned from JCR education activities, including CJCP webinars, live events (face-to-face learning), custom education programs, JCAccess content, JCR QSN broadcasts, audio-conferences, or CSR programs for CSR members. At a minimum, a CJCP must obtain 20 CJCP credits from JCR events. The remaining 10 credits may be earned from education offered by organizations other than JCR. A list of the approved non-JCR education offerings is available on the CJCP section of the JCR website and is updated regularly. However, if there is education that is not on this approved list, a CJCP may request such education to be reviewed and considered for meeting CJCP re-certification requirements. **This application is specifically intended for an organization to initiate a review process for such non-JCR events as a potential continuing education credit opportunity and to be able to provide CJCP credit hours towards re-certification requirements.**

If the education is approved as meeting CJCP continuing education requirements, it will be added to our comprehensive list of CJCP Credit Hour Opportunities. All CJCPs will be given equal opportunity and consideration of attendance.

Applications for Acceptance of Continuing Education Credits toward CJCP Re-certification Requirements must be made prior to the program date. Equivalency credit for educational offerings will not be awarded approval retroactively.

There is a \$100 application fee for each program submitted. Your organization will be billed by JCR directly; payment does not need to be submitted with this application.

#### Organization Information

**Name of Organization:**

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**Address:**

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**City/State/Zip:**

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**Contact for Application:** \_\_\_\_\_

**Title of Contact:** \_\_\_\_\_

**Phone Number of Contact:** \_\_\_\_\_

**Email Address of Contact:** \_\_\_\_\_

**Program Specific Information**

**Date(s) of Event(s):** \_\_\_\_\_

**Location(s) of Event(s):** \_\_\_\_\_

**Type/Medium of Event:** live face-to face  webinar  audio-conference   
*(please check all that apply)* Other:

**Other Continuing Education** physician credits (ACCME)  nursing credits (ANCC)

**Offered:** healthcare executive credits (ACHE)  Other:   
*(please check all that apply)*

**Policy Review**

Per JCR's policy/procedure on CJCP Credits for External Programs/Conferences (Equivalency Credit Hours), the CJCP Steering Committee will review and evaluate applications and materials submitted by applicants. To determine eligibility criteria for CJCP credit hours, specific program criteria will be reviewed and considered. Below is a summary of eligibility criteria for any potential CJCP credits to be awarded:

- Your organization must offer continuing education hours at a minimum for the Accreditation Council for Continuing Medical Education (ACCME), and/or American College of Healthcare Executives (ACHE), and/or the American Nurses Credential Center (ANCC) credits, and/or The California Board of Nursing credits.
- Your organization must have faculty with the level of expertise and field experience consistent with that of JCR consultants, Joint Commission surveyors, and/or Joint Commission enterprise staff who are subject matter experts.
- Your educational offering being considered for Equivalency Credit Hours must cover content specific to the needs of the CJCP professional. The focus of the programs, while not exclusive, needs to cover at least one of the following: Joint Commission hospital accreditation standards, National Patient Safety Goals® (for hospitals), the Joint Commission survey process for hospitals, and quality improvement and patient safety in health care, in such breadth and depth that it meets the quality of other CJCP and Equivalency Credit offerings, as determined by the CJCP Steering Committee. While it is permissible to have other topics as part of the education program, CJCP credit hours will be calculated based on a determination of the relevance to the CJCP professional by JCR.

## **Terms & Conditions for Organizations Offering Equivalency Credit**

If your organization's educational offering is approved by JCR to offer CJCP credit hours, the following guidelines must be adhered to by the organization:

- Should this application be approved, JCR will provide you with the final approved hours for CJCP credits. The Equivalency Credit hours cannot be modified or revised. The Equivalency Credit hours are based on the final agenda received from your organization. If an agenda is modified, your organization will need to provide the revised agenda to JCR, as soon as reasonably practicable. Equivalency Credit hours may be revoked or modified by JCR based upon changes to the content or agenda.
- Should this application be approved, JCR will provide you with specific language regarding CJCP credit hours. This language can be used within your marketing information, but your organization is restricted from modifying or editing the language provided.
- Should this application be approved, only specific program(s) being applied for can be marketed and awarded Equivalency Credit. Such approval does not extend to the Organization overall nor any other programs that have not received JCR approval.
- Should this application be approved, organizations may not, under any circumstances, portray or use language to convey that they, or the course offerings, have been "endorsed by" or are "partnering with" The Joint Commission and/or Joint Commission Resources.
- Should this application be approved, your organization may request the CJCP logo. A copy with trademark will be provided for use in strict adherence to specific branding guidelines and subject to the Terms & Conditions. While the CJCP logo will be provided, organizations will not be allowed to use any of the official logos from The Joint Commission and/or Joint Commission Resources.
- Should this application be approved, your organization may not expressly state or imply that JCR or The Joint Commission recognizes your organization's expertise as any greater than other suppliers or products and services comparable to those of the organization. In addition, your organization shall not advertise or represent to any current or potential customer that JCR or The Joint Commission has expressed any opinion, whatsoever on whether your organization's products or services do or do not facilitate compliance with The Joint Commission accreditation status.
- Should this application be approved, our organization understands that JCR reserves the right to revoke its approval of any particular educational offering at any time and for any reason.

***On behalf of my organization, I understand and accept the above terms of this application. I also understand that there is a \$100 application fee for this application. I understand that my organization will be billed for this fee:***

***Signature of applicant:***

\_\_\_\_\_

***Title:***

\_\_\_\_\_

***Date:***

\_\_\_\_\_

***This application, along with the following needs to be submitted to JCR:***

- ✓ ***Copy of final program agenda providing content overview***
- ✓ ***Copy of program objectives***

- ✓ *Marketing materials (a full brochure is recommended if available. Consideration will also be given to fliers, or catalogs. Save the date post-cards are not considered an acceptable means of marketing for the purpose of this application.)*
- ✓ *Listing of faculty teaching this event (if not printed on the agenda itself)*
- ✓ *Copies of the faculty biosketches*

***Send complete applications along with materials to: Susan Murray, Associate Director, CJCP Program, Joint Commission Resources, One Renaissance Blvd., Oakbrook Terrace, Illinois 60181***

The CJCP Steering Committee and/or the CJCP Continuing Education Subcommittee will meet at least quarterly to review the applications received. You will receive an answer directly to this application and/or a request for further information shortly thereafter. For any additional assistance or inquiries regarding CJCP, please contact us at [CJCP@jcrinc.com](mailto:CJCP@jcrinc.com), or 630/792-5444.

SAMPLE



## *Potential CJCP Credit Hour Opportunities*

### *For CJCP Recertification*

*Updated as of April 28, 2016*

*(This document is subject to change – please refer to JCR's website to make sure you have the latest copy of this document. **Newly recognized programs are highlighted in yellow. Non-JCR directly sponsored events are found on pages 25-30.**)*

CJCP certification is a three year period from the date of a candidate successfully completing and passing the examination. To maintain certification, CJCP professionals are required to maintain 30 CJCP credit hours within the 3 year certification period. The total 30 hours could be JCR education activities and could consist of CJCP webinars, live events (face-to-face learning), custom education programs, JCAccess content, JCRQSN broadcasts, audio-conferences, or CSR Programs for CSR Members. At a minimum, a CJCP needs to obtain 20 CJCP credit hours exclusively from JCR events (listed below). The remaining 10 credit hours may be acquired from non-JCR events (listed below).

In accordance with JCR's policy/procedure, only approved events on this listing may be counted towards the recertification credit hour requirement.

If a CJCP does not have at least 30 CJCP credit hours at the end of the 3-year certification period, he/she loses certification until he/she attains at least 10 credit hours and successfully completes the CJCP recertification exam in the same 12-month period. These 10 credit hours must be exclusively from JCR programs/events (listed below).

Although it is not required, CJCP's are encouraged to acquire 10 CJCP credit hours per year rather acquiring all 30 in one year. This is recommended to maintain current knowledge/skills.

# CJCP Candidate Handbook | June 15, 2016

Below is a listing of 2016 (and past 2015, 2014 & 2013) program offerings for the CJCP professional to obtain credits towards their recertification. **This listing will be updated as appropriate. Please continue to check our website to make sure that you have the most recent listing.**

## 2016 Approved JCR Programs/Events

### 2016 JCR CJCP Webinars

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Understanding The Joint Commission's Accreditation Process	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	3.5
Organizational Analysis: Developing An Organizational Profile	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	3.5
Standards: The Essentials for Accreditation Managers	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	3.0
Medical Staff and the Accreditation Professional Environment of Care	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	2.0
Leadership: The Foundation of Quality and Safety	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	3.0
Performance Improvement: The Accreditation Manager's Role	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	2.0
Focus on Patient Safety	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	1.5
Understanding the CMS Regulatory and Survey Process for Hospitals	Premier date – January 8, 2016 <i>Available 24/7 December 31, 2016</i>	2.0

### 2016 JCR Live Events

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
Hospital Accreditation Essentials	March 30-31, 2016 Las Vegas, Nevada	13.0
Hospital Accreditation Essentials	May 16-17, 2016 Lombard, Illinois	13.0
EC Base Camp	March 29-30, 2016 Las Vegas, Nevada	12.0
EC Base Camp	July 26-27, 2016 Oakbrook, Illinois	12.0
EC Base Camp	November 8-9, 2016 Lake Buena Vista, Florida	12.0

## CJCP Candidate Handbook | June 15, 2016

EC and Infection Prevention Control	February 17-18, 2016 San Antonio, Texas	12.0
Exploring the Life Safety Chapter	March 31-April 1 2016 Las Vegas, Nevada	12.0
Exploring the Life Safety Chapter	July 28-29, 2016 Oakbrook, Illinois	12.0
Exploring the Life Safety Chapter	November 10-11, 2016 Lake Buena Vista, Florida	12.0
Maximizing Hospital Tracer Activities	May 18, 2016 Lombard, Illinois	6.0
CJCP Essentials Preparation	September 26, 2016 Rosemont, Illinois	6.0
Hospital Executive Briefing	September 7, 2016 New York, New York	6.0
Hospital Executive Briefing	September 20, 2016 Los Angeles, California	6.0
Hospital Executive Briefing	September 27, 2016 Rosemont, Illinois	6.0
Hospital CMS Update	September 8, 2016 New York, New York	5.75
Hospital CMS Update	September 21, 2016 Los Angeles, California	5.75
Hospital CMS Update	September 28, 2016 Rosemont, Illinois	5.75
Hospital CMS Basics	March 29, 2016 Las Vegas, Nevada	6.75
Hospital CMS Basics	June 3, 2016 Oak Brook, Illinois	6.75
Ambulatory Accreditation Essentials	March 30-31, 2016 Las Vegas, Nevada	13.75
Ambulatory Accreditation Essentials	June 28-29, 2016 Oak Brook, Illinois	13.75
Ambulatory Care Conference	October 27-28, 2016 Rosemont, Illinois	TBD

### 2016 JCR Custom Education Programs

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
CJCP Essentials – one day overview	Based on Organization Needs/Site	6.5
CJCP Essentials – two-day intensive review	Based on Organization Needs/Site	15.0



## CJCP Candidate Handbook | June 15, 2016

### 2016 JCR QSN BROADCASTS

<b>Program Name:</b>	<b>Dates:</b>	<b>CJCP Credits</b>
2016 National Patient Safety Goals: What you need to know	Air date - January 28, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Sentinel Event Issues: How to prevent harm.	Air date – February 25, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Complying with the new CMS Conditions of Participation: Pharmaceutical Service	Air date – March 24, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
The Joint Commission’s New and Revised Diagnostic Imaging Standards	Air date – April 28, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Infection Control: Reducing Antibiotic Overuse	Air date – May 26, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Complying with the new CMS Conditions of Participation: Surgery, Anesthesia, and Procedural Sedation	Air date – June 23, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
A Focus on Medication Safety Issues	Air date – August 25, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Complying with the new CMS Conditions of Participation: Infection Control from Facilities and Engineering	Air date – September 22, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Complying with the Most Challenging Joint Commission Standards	Air date – October 27, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
What’s New? 2017 Joint Commission Standards and Survey Process	Air date – November 17, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Complying with the new CMS Conditions of Participation: Patient Rights	Air date – December 15, 2016 <i>Available 24/7 for 1 year after date</i>	1.0

### JCR WEBINAR SERIES 2016

<b>Program Name:</b>	<b>Dates</b>	<b>CJCP Credits</b>
2016 Hospital Breakfast Briefing – Part 1	Air Date –September 8, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 2	Air Date –September 15, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 3	Air Date –September 22, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 4	Air Date –September 29, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 5	Air Date –October 6, 2016 <i>Available 24/7 through TBD</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

2016 Hospital Breakfast Briefings Part 6	Air Date –October 13, 2016 <i>Available 24/7 through August 31, 2016</i>	1.0
2016 Hospital Breakfast Briefings Part 7	Air Date –October 20, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 8	Air Date –October 27, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 9	Air Date –November 3, 2016 <i>Available 24/7 through TBD</i>	1.0
2015 Hospital Breakfast Briefings Part 10	Air Date –November 10, 2016 <i>Available 24/7 through TBD</i>	1.0
2016 Hospital Breakfast Briefings Part 11	Air Date –November 17, 2016 <i>Available 24/7 through TBD</i>	1.0
2016-CMS Readiness Webinar Series-Part 1	Air date –January 27, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 2	Air date – February 24, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 3	Air date – March 23, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 4	Air date –April 27, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 5	Air date –May 25, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 6	Air date –June 22, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 7	Air date – July 27, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 8	Air date –August 24, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 9	Air date –September 21, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Webinar Series-Part 10	Air date –October 26, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 11	Air date –November 30, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
2016-CMS Readiness Webinar Series-Part 12	Air date –December 21, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 1	Air date – March 17, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 2	Air date – May 26, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 3	Air date –September 15, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 4	Air date – December 28, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Infection Control Webinar-Part 1	Air date – March 16, 2016 <i>Available 24/7 for 1 year after date</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

Infection Control Webinar-Part 2	Air date – June 15, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Infection Control Webinar-Part 3	Air date – September 14, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Infection Control Webinar-Part 4	Air date – December 14, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Medication Management Webinar Part 1	Air date – March 30, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Medication Management Webinar Part 2	Air date – June 16, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Medication Management Webinar Part 3	Air date – September 15, 2016 <i>Available 24/7 for 1 year after date</i>	1.0
Medication Management Webinar Part 4	Air date – December 15, 2016 <i>Available 24/7 for 1 year after date</i>	1.0

### The Joint Commission Programs 2016

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
The Physician Leadership Forum	April 12-13, 2016	8.0

### The Joint Commission WEBINAR SERIES 2016

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Time to Get Back to eCQM 101: A Breakdown of Basics	Air Date – February 23, 2016	1.0

### 2016 CSR PROGRAMS

The following CSR events are not open to the public. You must be a CSR member to attend the events along with the opportunity for earning CJCP credit hours.

<i>Program Name:</i>	<i>Dates:</i>	<i>CJCP Credits</i>
<b>Arizona CSR Program</b>		
Spring 2016 Workshop	April 6-7, 2016	10.0
Fall 2016 Workshop	October 5-6, 2016	10.0
<b>Georgia Hospital Association</b>		
Winter 2016 Workshop	February 24-25, 2016	10.0
Fall 2016 Workshop	TBD	10.0
<b>Illinois Hospital Association</b>		
Winter 2016 Workshop	March 29, 2016	5.0
Spring 2016 Workshop	May 4, 2016	5.0
Summer 2016 Workshop	August 30, 2016	5.0

## CJCP Candidate Handbook | June 15, 2016

Fall 2016 Workshop	November 15, 2016	5.0
<b>Michigan CSR Program</b>		
Spring 2016 Workshop	April 20-21, 2016	10.0
Fall 2016 Workshop	October 26-27, 2016	10.0
<b>HANYS- Healthcare Association of New York State</b>		
Fall 2016 Workshop	November 3-4, 2016	10.0
<b>OHA: Association of Hospitals and Health Systems</b>		
Spring 2016 Workshop- Sawmill	April 12, 2016	5.0
Spring 2016 Workshop-Mason	April 15, 2016	5.0
Fall 2016 Workshop	October 12-13, 2016	10.0
<b>Hospital &amp; Health system Association of Pennsylvania</b>		
2016 Spring Workshop	April 21-22, 2016	10.0
2016 Fall Workshop	October 13-14, 2016	10.0
<b>South Carolina Hospital Association</b>		
Spring 2016 Workshop	March 10-11, 2016	10.0
Fall 2016 Workshop	TBD	10.0
<b>Oklahoma Hospital Association</b>		
2016 Workshop	April 27, 2016	5.0
<b>Tennessee Association of Hospitals</b>		
Spring 2016 Workshop	April 21-22, 2016	10.0
Fall 2016 Workshop	November 10-11, 2016	10.0
<b>Texas CSR Program</b>		
Spring 2016 Workshop	April 7-8, 2016	10.0
Fall 2016 Workshop	November 10-11, 2016	10.0

### *2015 Approved JCR Programs/Events*

#### *2015 JCR CJCP Webinars*

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Understanding The Joint Commission's Accreditation Process	Premier date – January 1, 2015 Available 24/7 December 31, 2015	3.5

## CJCP Candidate Handbook | June 15, 2016

Organizational Analysis: Developing An Organizational Profile	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	3.5
Standards: The Essentials for Accreditation Managers	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	3.0
Medical Staff and the Accreditation Professional Environment of Care	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	2.0
Leadership: The Foundation of Quality and Safety	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	3.0
Performance Improvement: The Accreditation Manager’s Role	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	2.0
Focus on Patient Safety	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	1.5
Understanding the CMS Regulatory and Survey Process for Hospitals	Premier date – January 1, 2015 <i>Available 24/7 December 31, 2015</i>	2.0
JCR Complimentary CMS Webinar on EMTALA: Emergency Medical Treatment and Active Labor Act (EMTALA)	October 27, 2015	1.5
<i>Module Exclusively for CJCPs: For CJCPs Only: Annual Update</i>	Premier date – November, 2015 <i>Available 24/7 after launch date</i>	0.5

### 2015 JCR Live Events

<b>Program Name:</b>	<b>Dates/Location</b>	<b>CJCP Credits</b>
Hospital Accreditation Essentials	March 9-10, 2015 Las Vegas, Nevada	13.0
Hospital Accreditation Essentials	May 18-19, 2015 Lombard, Illinois	13.0
EC Base Camp	March 9-10, 2015 Las Vegas, Nevada	12.0
EC Base Camp	August 4-5, 2015 Oakbrook, Illinois	12.0
EC Base Camp	November 10-11, 2015 Lake Buena Vista, Florida	12.0
Exploring the Life Safety Chapter	February 18-19, 2015 San Antonio, Texas	12.0
Exploring the Life Safety Chapter	March 11-12, 2015 Las Vegas, Nevada	12.0
Exploring the Life Safety Chapter	August 6-7, 2015 Oakbrook, Illinois	12.0
Exploring the Life Safety Chapter	November 12-13, 2015	12.0

## CJCP Candidate Handbook | June 15, 2016

	Lake Buena Vista, Florida	
Maximizing Tracer Activities	March 11, 2015 Las Vegas, Nevada	6.0
Maximizing Tracer Activities	May 20, 2015 Lombard, Illinois	6.0
CJCP Essentials Preparation	March 12, 2015 Las Vegas, Nevada	6.0
CJCP Essentials Preparation	September 23, 2015 Rosemont, Illinois	6.0
CJCP Essentials Preparation	October 7, 2015 New York, New York	6.0
Hospital Executive Briefing	September 10, 2015 Los Angeles, California	6.0
Hospital Executive Briefing	September 24, 2015 Rosemont, Illinois	6.0
Hospital Executive Briefing	October 5, 2015 New York, New York	6.0
Hospital CMS Update	September 11, 2015 Los Angeles, California	6.75
Hospital CMS Update	September 25, 2015 Rosemont, Illinois	6.75
Hospital CMS Update	October 6, 2015 New York, New York	6.75
Hospital CMS Basics	June 23, 2015 Oak Brook, IL	6.5
2015 Ambulatory Care Conference	November 4-5, 2015 Rosemont, IL	9.0
The Joint Commission and Joint Commission Resources 2015 Annual Behavioral Health Care Conference and Accreditation Standards and Survey Process Update	October 15-16, 2015 Rosemont, IL	5.5

### 2015 JCR Custom Education Programs

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
CJCP Essentials – one day overview	Based on Organization Needs/Site	6.5
CJCP Essentials – two-day intensive review	Based on Organization Needs/Site	15.0
10 <sup>th</sup> Annual Navy Medicine Joint Commission Performance Improvement/Risk Management Training	July 20-22, 2015 Oakbrook Terrace, Illinois	17.75

## CJCP Candidate Handbook | June 15, 2016

Tenet Healthcare 2016 Joint Commission and CMS Update	December 10-11, 2015 Dallas, Texas	10.0
Missouri Hospital Association 2016 Joint Commission Hospital Accreditation Update	December 2-3, 2015 Columbia, Missouri	8.0

### 2015 JCR QSN BROADCASTS

<b>Program Name:</b>	<b>Dates:</b>	<b>CJCP Credits</b>
When Disaster Strikes: Emergency Management Update	Air date - January 22, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Maximizing Tracer Activities: Surgical Fires and Clinical Alarms	Air date – February 26, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Kitchen/Food Service Survey	Air date – March 26, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Infection Control: Reducing the Risks Associated with Safe Injection Practices, Antibiotic Stewardship, and Emerging Infectious Diseases	Air date – April 23, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
A Focus on Medication Safety Issues: Storage and Security	Air date – May 28, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Emergency Medical Treatment and Labor Act (EMTALA)	Air date – June 25, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care Update: A Focus on Life Safety Code Compliance Issues	Air date – July 23, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
The Joint Commission Survey: Tracer Methodology 101	Air date – August 27, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Developing Plans of Correction	Air date – September 24, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Complying with the Most Challenging Joint Commission Standards	Air date – October 22, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
What's New? 2016 Joint Commission Standards and Survey Process	Air date – November 19, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Life Safety Code and Emergency Management	Air date – December 17, 2015 <i>Available 24/7 for 1 year after date</i>	1.0

### JCR WEBINAR SERIES 2015

<b>Program Name:</b>	<b>Dates</b>	<b>CJCP Credits</b>
2015 Hospital Breakfast Briefing – Part 1	Air Date –September 10, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

2015 Hospital Breakfast Briefings Part 2	Air Date –September 17, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 3	Air Date –September 24 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 4	Air Date –October 1, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 5	Air Date –October 8, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 6	Air Date –October 15, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 7	Air Date –October 22, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 8	Air Date –October 29, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 9	Air Date –November 5, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 10	Air Date –November 12, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015 Hospital Breakfast Briefings Part 11	Air Date –November 19, 2015 <i>Available 24/7 through August 31, 2016</i>	1.0
2015-CMS Readiness Webinar Series-Part 1	Air date –January 28, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 2	Air date – February 25, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 3	Air date – March 25, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 4	Air date –April 22, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 5	Air date –May 27, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 6	Air date –June 24, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 7	Air date – July 22, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 8	Air date –August 26, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 9	Air date –September 23, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 10	Air date –October 28, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 11	Air date –November 18, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2015-CMS Readiness Webinar Series-Part 12	Air date –December 16, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 1	Air date – March 18, 2015 <i>Available 24/7 for 1 year after date</i>	1.0



## CJCP Candidate Handbook | June 15, 2016

Environment of Care: Life Safety Webinar-Part 2	Air date – April 15, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 3	Air date – May 20, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 4	Air date – June 17, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 5	Air date – July 15, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 6	Air date – August 19, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 7	Air date – September 16, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 8	Air date – October 21, 2015 <i>Available 24/7 for 1 year after date</i>	1.0
2016 Hospital Executive Briefing-On Demand	Release Date - October 9, 2015 <i>Expiration Date – April 30, 2016</i>	6.0

### The Joint Commission WEBINAR SERIES 2015

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Your Lab and Ebola: What You Need to Know from The Joint Commission and the CDC	Air Date –February 25, 2015 <i>One time event</i>	1.0

### 2015 CSR PROGRAMS – CSR Members will be able to receive CJCP credits through the following CSR programs:

<i>Program Name:</i>	<i>Dates:</i>	<i>CJCP Credits</i>
<b>Arizona CSR Program</b>		
Spring 2015 Workshop	March 18-19, 2015	10.0
Fall 2015 Workshop	September 9-10, 2015	10.0
<b>Georgia Hospital Association</b>		
Winter 2015 Workshop	February 25-26, 2015	10.0
Fall 2015 Workshop	September 24-25, 2015	10.0
<b>Illinois Hospital Association</b>		
Winter 2015 Workshop	March 16, 2015	5.0
Spring 2015 Workshop	May 26, 2015	5.0
Summer 2015 Workshop	August 27, 2015	5.0
<b>Michigan CSR Program</b>		

## CJCP Candidate Handbook | June 15, 2016

Spring 2015 Workshop	March 20, 2015	5.0
Fall 2015 Workshop	October 28-29, 2015	10.0
<b>HANYS- Healthcare Association of New York State</b>		
Fall 2015 Workshop	November 5-6, 2015	10.0
<b>OHA: Association of Hospitals and Health Systems</b>		
Spring 2015 Workshop-Cincinnati	April 17, 2015	5.0
Spring 2015 Workshop-Sawmill	April 14, 2015	5.0
Fall 2015 Workshop	October 14-15, 2015	10.0
<b>Hospital &amp; Health system Association of Pennsylvania</b>		
2015 Spring Workshop	March 12-13, 2015	10.0
2015 Fall Workshop	October 27-28, 2015	10.0
<b>South Carolina Hospital Association</b>		
Spring 2015 Workshop	March 18-19, 2015	10.0
Fall 2015 Workshop	November 19-20, 2015	10.0
<b>Oklahoma Hospital Association</b>		
2015 Fall Workshop	October 23, 2015	5.0
<b>Tennessee Association of Hospitals</b>		
Spring 2015 Workshop	April 16-17, 2015	10.0
Fall 2015 Workshop	October 15-16, 2015	10.0
<b>Texas CSR Program</b>		
Spring 2015 Workshop	April 9-10, 2015	10.0
Fall 2015 Workshop	November 5-6, 2015	10.0

### *2014 Approved JCR Programs/Events*

#### *2014 JCR CJCP Webinars*

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Understanding The Joint Commission's Accreditation Process	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	3.5
Organizational Analysis: Developing An Organizational Profile	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	3.5

## CJCP Candidate Handbook | June 15, 2016

Standards: The Essentials for Accreditation Managers	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	3.0
Medical Staff and the Accreditation Professional	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	2.0
Environment of Care	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	3.0
Leadership: The Foundation of Quality and Safety	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	2.0
Performance Improvement: The Accreditation Manager's Role	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	1.5
Focus on Patient Safety	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	2.0
Understanding the CMS Regulatory and Survey Process for Hospitals	Premier date – October 23, 2013 <i>Available 24/7 December 31, 2014.</i>	1.5

### 2014 JCR Live Events

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
Hospital Accreditation Essentials	March 17-18, 2014 Las Vegas, Nevada	13.0
Maximizing Tracer Activities	March 19, 2013 Las Vegas, Nevada	6.0
Hospital Accreditation Essentials	May 19-20, 2014 Oakbrook Terrace, Illinois	13.0
Maximizing Tracer Activities	May 21, 2014 Oakbrook Terrace, Illinois	6.0
Hospital Executive Briefings	September 4, 2014 New York, New York	6.0
Hospital Executive Briefings	September 16, 2014 Los Angeles, California	6.0
Hospital Executive Briefings	September 25, 2014 Rosemont, Illinois	6.0
CJCP Essentials Preparation	March 20, 2014 Las Vegas, Nevada	6.0
CJCP Essentials Preparation	September 24, 2014 Rosemont, Illinois	6.0
EC Base Camp	March 17-18, 2014 Las Vegas, Nevada	12.0
EC Base Camp	July 22-23, 2014 Oakbrook Terrace, Illinois	12.0
EC Base Camp	December 2-3, 2014 Orlando, Florida	12.0
Exploring the Life Safety Chapter	March 19-20, 2014 Las Vegas, Nevada	12.0
Exploring the Life Safety Chapter	July 24-25, 2014	12.0

## CJCP Candidate Handbook | June 15, 2016

	Oakbrook Terrace, Illinois	
Exploring the Life Safety Chapter	December 4-5, 2014 Orlando, Florida	12.0
The Joint Commission and Joint Commission Resources Hospital CMS Update	September 5, 2014 New York, New York	6.75
The Joint Commission and Joint Commission Resources Hospital CMS Update	September 17, 2014 Los Angeles, California	6.75
The Joint Commission and Joint Commission Resources Hospital CMS Update	September 26, 2014 Rosemont, Illinois	6.75

### 2014 JCR Custom Education Programs

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
CJCP Essentials – one day overview	Based on Organization Needs/Site	6.5
CJCP Essentials – two-day intensive review	Based on Organization Needs/Site	15.0
9 <sup>th</sup> Annual Navy Medicine Custom Education: Joint Commission Performance Improvement/Risk Management Training	July 14-18, 2014	17.0
Tenet Healthcare: 2015 Joint Commission and CMS Update	December 10-11, 2014 Dallas, Texas	10.0
North Carolina Hospital Association 2015 Hospital Accreditation Update	December 11-12, 2014 Greensboro, North Carolina	9.50

### 2014 Program Opportunities from JCAccess

<i>Program Name:</i>	<i>Length of Availability</i>	<i>CJCP Credits</i>
Root Cause Analysis (slide lessons)	January 1, 2014 –December 31, 2014	0.5 credit hours per lesson (7 lessons available)
Storing and Security Medications (slide lessons)	January 1, 2014 –December 31, 2014	0.5 credit hours per lesson (2 lessons available)
The Universal Protocol: Time Out	January 1, 2014 –December 31, 2014	1.0 credit hour
Speak Up for Safer Health Care (webinar)	January 1, 2014 –December 31, 2014	1.0 credit hour
Health Care Worker Fatigue and Patient Safety (webinar)	January 1, 2014 –December 31, 2014	1.0 credit hour

## CJCP Candidate Handbook | June 15, 2016

Medication Labeling in Procedural and Nonprocedural Settings (slide lesson)	January 1, 2014 –December 31, 2014	0.5 credit hours per lesson (2 lessons available)
Behaviors that Undermine a Culture of Safety	January 1, 2014 –December 31, 2014	2.0 credit hours

### ***2014 JCR QSN BROADCASTS***

<b><i>Program Name:</i></b>	<b><i>Dates:</i></b>	<b><i>CJCP Credits</i></b>
Risky Business: Assessing and Managing Risk in Your Organization	Air date - January 23, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Solutions Part 1: How to Meet the Most Challenging EC and LSC Standards	Air date – February 27, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Understanding the Complexities of Centers for Medicare & Medicaid Services (CMS): An Overview	Air date – March 27, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Solutions Part 2: How to Meet the Most Challenging Medical Records and Infection Control Standards	Air date – April 24, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Solutions Part 3: How to Meet the Most Challenging Medication Management and Patient Care Standards	Air date – May 22, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Navigating the Conditions of Participation (COP) for Hospitals	Air date – June 26, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Solutions Part 4: How to Meet the Most Challenging Human Resources and Medical Staff Standards	Air date – July 24, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Smooth Sailing: An Update on Patient Flow	Air date – August 28, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Infection Control, Discharge Planning and QAPI	Air date – September 25, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
On the Move: Communication and Teamwork During Transitions of Care	Air date – October 23, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
What's New? 2015 Joint Commission Standards and Survey Process	Air date – November 20, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
CMS: Immediate Jeopardy: How to Avoid the Threat	Air date – December 18, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Ebola Preparedness: Infection Control, Protecting Staff, and Safely	Air date – December 16, 2014 <i>Available 24/7 for 1 year after date</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

and Effectively Managing Contagious Patients		
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### JCR WEBINAR SERIES 2013 and 2014

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
2012 Hospital Breakfast Briefing series	Premier date – September, 2012 <i>Available 24/7 through June, 2013</i>	12.5
2013 Hospital Breakfast Briefings series	Premier date – September, 2013 <i>Available 24/7 for 1 year after date</i>	12.5
2014 Hospital Breakfast Briefings series	Premier date – September, 2014 <i>Available 24/7 for 1 year after date</i>	12.5
2014-CMS Readiness Webinar Series-Part 1	Air date –January 29, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 2	Air date – February 26, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 3	Air date – March 26, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 4	Air date –April 23, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 5	Air date –May 28, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 6	Air date –June 25, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 7	Air date – July 23, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 8	Air date –August 27, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 9	Air date –September 24, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 10	Air date –October 29, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 11	Air date –November 19, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
2014-CMS Readiness Webinar Series-Part 12	Air date –December 17, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 1	Air date – March 12, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 2	Air date – June 11, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 3	Air date –September 17, 2014 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Webinar-Part 4	Air date –December 10, 2014 <i>Available 24/7 for 1 year after date</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

2014 Hospital Executive Briefing- On Demand	Release Date – 10/10/2013 Expiration Date – 4/30/2014	6.0
2015 Hospital Executive Briefing- On Demand (EDUVA1423)	Release Date – 10/10/2014 Expiration Date – 4/30/2015	6.0

**2014 CSR PROGRAMS – CSR Members will be able to receive CJCP credits through the following CSR programs:**

<b><i>Program Name:</i></b>	<b><i>Dates:</i></b>	<b><i>CJCP Credits</i></b>
<b>Arizona CSR Program</b>		
Spring 2014 Workshop	March 19-20, 2014	10.0
Fall 2014 Workshop	September 11-12, 2014	10.0
<b>Georgia Hospital Association</b>		
Winter 2014 Workshop	February 26-27, 2014	10.0
Fall 2014 Workshop	August 20, 2014	5.0
<b>Illinois Hospital Association</b>		
Spring 2014 Workshop	April 2, 2014	5.0
Spring 2014 Workshop	May 5-6, 2014	10.0
Fall 2014 Workshop	September 17, 2014	5.0
Fall 2014 Workshop	November 5, 2014	5.0
<b>Michigan CSR Program</b>		
Spring 2014 Workshop	March 26, 2014	5.0
Fall 2014 Workshop	October 22-13, 2014	10.0
<b>HANYS- Healthcare Association of New York State</b>		
Fall 2014 Workshop	November 6-7, 2014	10.0
<b>OHA: Association of Hospitals and Health Systems</b>		
Spring 2014 Workshop-Columbus	April 1, 2014	5.0
Spring 2014 Workshop-Cincinnati	April 4, 2014	5.0
Fall 2014 Workshop	October 15-16, 2014	10.0
<b>Hospital &amp; Health system Association of Pennsylvania</b>		
2014 Spring Workshop	March 20-21, 2014	10.0
2014 Fall Workshop	September 11-12, 2014	10.0
<b>South Carolina Hospital Association</b>		

## CJCP Candidate Handbook | June 15, 2016

Spring 2014 Workshop	March 19-20, 2014	10.0
Fall 2014 Workshop	November 12-13, 2014	10.0
<b>Oklahoma Hospital Association</b>		
Fall 2014 Workshop	October 23-24, 2014	10.0
<b>Tennessee Association of Hospitals</b>		
Spring 2014 Workshop	May 1-2, 2014	10.0
Fall 2014 Workshop	October 2-3, 2014	10.0
<b>Texas CSR Program</b>		
Spring 2014 Workshops	April 10-11, 2014	10.0
Fall 2014 Workshops	November 6-7, 2014	10.0
<b>VA CSR Conference: 2014 JCR Annual VA CSR Conference</b>		
Update for 2015: New Joint Commission Standards and Survey Process Updates Applicable to All Accreditation Programs	October 30, 2014	1.0
Coordination of Care	November 13, 2014	1.0
Environment of Care and Life Safety Issues for All Accreditation Programs: Challenging Standards and Updates	November 19, 2014	1.0
Hospital and Ambulatory Care Accreditation Programs: Challenging Standards and Updates	December 3, 2014	1.0

### 2013 Approved JCR Programs/Events

#### 2013 JCR CJCP WEBINARS

*Program Name:*

*Dates*

*CJCP Credits*



## CJCP Candidate Handbook | June 15, 2016

Understanding The Joint Commission's Accreditation Process	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	4.5
Organizational Analysis: Developing An Organizational Profile	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	3.0
Standards: The Essentials for Accreditation Managers	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	2.0
How to Engage Your Medical Staff into The Joint Commission Accreditation	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	3.0
Environment of Care	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	3.0
Leadership: The Foundation of Quality and Safety	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	2.5
Performance Improvement: The Accreditation Manager's Role	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	2.0
Focus on Patient Safety	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	2.5
Understanding the CMS Regulatory and Survey Process for Hospitals	Premier date - September 5, 2012 <i>Available 24/7 until September 1, 2013.</i> <i>New modules available in October, 2013.</i>	1.5

### 2013 JCR LIVE EVENTS

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
Hospital Accreditation Essentials	March 11-12, 2013 Las Vegas, Nevada	13.0
Maximizing Tracer Activities	March 13, 2013 Las Vegas, Nevada	6.0
Hospital Accreditation Essentials	May 13-14, 2013 Oakbrook Terrace, Illinois	13.0
Maximizing Tracer Activities	May 15, 2013 Oakbrook Terrace, Illinois	6.0
Hospital Executive Briefings	September 17, 2013 Los Angeles, California	6.0
Hospital Executive Briefings	September 27, 2013 Rosemont, Illinois	6.0
Hospital Executive Briefings	October 1, 2013 New York, New York	6.0
CJCP Essentials Preparation	September 26, 2013	6.0

## CJCP Candidate Handbook | June 15, 2016

	Rosemont, Illinois	
EC Base Camp	February 26-27, 2013 San Antonio, Texas	13.0
EC Base Camp	March 11-12, 2013 Las Vegas, Nevada	13.0
EC Base Camp	August 6-7, 2013 Oakbrook Terrace, Illinois	13.0
EC Base Camp	November 19-20, 2013 Orlando, Florida	13.0
Exploring the Life Safety Chapter	March 13-14, 2013 Las Vegas, Nevada	13.0
Exploring the Life Safety Chapter	August 8-9, 2013 Oakbrook Terrace, Illinois	13.0
Exploring the Life Safety Chapter	November 21-22, 2013 Orlando, Florida	13.0

### 2013 JCR Custom Education Programs

<i>Program Name:</i>	<i>Dates/Location</i>	<i>CJCP Credits</i>
CJCP Essentials – one day overview	Based on Organization Needs/Site	6.5
CJCP Essentials – two-day intensive review	Based on Organization Needs/Site	15.0
8 <sup>th</sup> Annual Navy Medicine Custom Education: Joint Commission Performance Improvement/Risk Management Training	July 8-10, 2013	17.0
Tenet Health – Joint Commission Update (Dallas, Texas)	December 11, 2013	6.5

### 2013 Program Opportunities from JCAccess

<i>Program Name:</i>	<i>Length of Availability</i>	<i>CJCP Credits</i>
<i>Perspectives</i> Quizzes	Premier date - the first week of the month following the end of the relevant quarter. <i>Available 24/7 for 6 months after each release date</i>	1.0 credit hour per quiz (4 quizzes per year)
Root Cause Analysis (slide lessons)	Premier date – May, 2013 <i>Available 24/7 for 1 year after date</i>	0.5 credit hours per lesson (7 lessons available)
Storing and Security Medications (slide lessons)	Premier date – May, 2013 <i>Available 24/7 for 1 year after date</i>	0.5 credit hours per lesson (2 lessons available)
The Universal Protocol: Time Out	Premier date – May, 2013	1.0 credit hour

## CJCP Candidate Handbook | June 15, 2016

	<i>Available 24/7 for 1 year after date</i>	
Speak Up for Safer Health Care (webinar)	Premier date – February, 2013 <i>Available 24/7 for 1 year after date</i>	1.0 credit hour
Health Care Worker Fatigue and Patient Safety (webinar)	Premier date – February, 2013 <i>Available 24/7 for 1 year after date</i>	1.0 credit hour

### 2013 JCR QSN BROADCASTS

<b>Program Name:</b>	<b>Dates:</b>	<b>CJCP Credits</b>
Conducting Tracers for Focused Standards Assessment (FSA) Risk Areas	Air date - January 24, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Sound the Alarm! Surgical Fires and Clinical Alarms	Air date – February 28, 2013 - <i>Available 24/7 for 1 year after date</i>	1.0
Risky Business: Conducting Proactive Risk Assessments	Air date – March 28, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
EC Update: Life Safety Code Issues	Air date – April 25, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
What You Need to Know About Emergency Management	Air date – May 23, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Meeting Medication-Related Standards: Storage and Security Issues	Air date – July 25, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Go With the Flow: Managing Patient Flow Processes	Air date – September 26, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Filling in the Gaps: Improving Transitions of Care	Air date – October 24, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Complying with the Most Challenging Joint Commission Standards	Air date – August 22, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
HAI Alert: Reduce the Risk	Air date – November 21, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
What's New? 2014 Joint Commission Standards and Survey Process	Air date – December 19, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Maintaining Complete and Accurate Medical Records	Air date – June 27, 2012 <i>Available 24/7 for 1 year after date</i>	1.0
How Do They Do It?: Meeting Top Compliance Issues (Through Video Case Studies)	Air date - August 23, 2012 <i>Available 24/7 for 1 year after date</i>	1.0
Let's Talk: Improving Patient/Provider Communication	Air date – September 27, 2012 <i>Available 24/7 for 1 year after date</i>	1.0
Environment of Care: Life Safety Code Issues	Air date - October 25, 2012 <i>Available 24/7 for 1 year after date</i>	1.0

## CJCP Candidate Handbook | June 15, 2016

Taking the Quality Journey: High Reliability	Air date - November 15, 2012 <i>Available 24/7 for 1 year after date</i>	1.0
Changes for 2013: Standards and Survey Process	Air date - December 20, 2012 <i>Available 24/7 for 1 year after date</i>	1.0

**2013 CSR PROGRAMS – CSR Members will be able to receive CJCP credits through the following CSR programs:**

<b><i>Program Name:</i></b>	<b><i>Dates:</i></b>	<b><i>CJCP Credits</i></b>
<b>THA: Tennessee Association of Hospitals &amp; Health Systems</b>		
Webinar	April 23, 2013 (webinar)	1.0
Webinar	June 4, 2013 (webinar)	1.0
2013 2 day Workshop	August 15-16, 2013	10.0
2013 1 day Workshop	November 15, 2013	5.0
<b>Georgia Hospital Association</b>		
Winter Workshop	January 23-24, 2013	10.0
Summer Workshop	August 21-22, 2013	10.0
<b>HANYS- Healthcare Association of New York State</b>		
2013 Workshop	November 7-8, 2013	10.0
<b>Arizona Hospital Association</b>		
Spring 2013 Workshop	April 3-4, 2013	10.0
Fall 2013 Workshop	September 25-26, 2013	10.0
<b>Hospital &amp; Healthsystem Association of Pennsylvania</b>		
2013 Spring Workshop	April 23-24, 2013	10.0
2013 Fall Workshop	September 19-20, 2013	10.0
<b>Michigan CSR Program</b>		
Spring Workshop	April 24-25, 2013	10.0
Fall Workshop	October 29-30, 2013	10.0
<b>OHA: Association of Hospitals and Health Systems</b>		

## CJCP Candidate Handbook | June 15, 2016

Spring Workshop	April 9, 2013	5.0
Spring Workshop	April 12, 2013	5.0
Fall Workshop	October 16-17, 2013	10.0
<b>South Carolina Hospital Association</b>		
Spring Workshop	March 13-14, 2013	10.0
Fall Workshop	November 12-13, 2013	10.0
<b>Texas CSR Program</b>		
Spring Workshop	April 11-12, 2013	10.0
Fall Workshop	November 7-8, 2013	10.0
<b>Illinois Hospital Association</b>		
Late Spring Workshop	May 7, 2013	5.0
Summer Workshop	August 27, 2013	5.0
Fall Workshop	November 12, 2013	5.0
<b>Oklahoma Hospital Association</b>		
Fall 2013 Workshop	October 24-25, 2013	10.0
<b>2013 VA CSR Annual Conference Video Series:</b>		
New Joint Commission Standards, Requirements and Survey Process Update for 2014	November, 13, 2013 <i>Available 24/7 for 1 year after date</i>	1.0
Meeting the Most Challenging Standards in the VA Health System, Part One	November 14, 2013 <i>Available 24/7 for 1 year after date</i>	1.5
Meeting the Most Challenging Standards in the VA Health System, Part Two	November 19, 2013 <i>Available 24/7 for 1 year after date</i>	1.5
The Healthcare Environment: Environment of Care and Life Safety Code Issues	December 4, 2013 <i>Available 24/7 for 1 year after date</i>	0.5
Alarm Fatigue: Improving Medical Device Alarm Safety in Hospitals	December 3, 2013 <i>Available 24/7 for 1 year after date</i>	1.0

**2016 Approved NON-JCR Programs/Events**

**Critical Management Solutions**

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Survey Readiness Series provided to VHA facilities	Webinar/Audioconference Series <i>Start date April 6, 2016; monthly programs</i>	2.0
VISN Education Sessions on Survey Readiness	Webinar/Audioconference Series	8.0

**North Carolina Association for Healthcare Quality**

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Across the Continuum: Driving Population Health from Volume to Value	Live Event February 9, 2016	3.0

**Vizient, Inc. (VHA)**

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Quality Assurance and Performance Improvement/The Joint Commission National Patient Safety Goals	Webinar February 9, 2016	1.5
OPPE/FPPE Peer Review	Webinar March 28, 2016	1.5
Regulatory Year in Review	Webinar January 25, 2016	1.5
Leadership/Governing Body and Medical Staff	Webinar March 8, 2016	1.5
High Reliability	Webinar February 22, 2016	1.5
Human Resources	Webinar April 12, 2016	1.5

## CJCP Candidate Handbook | June 15, 2016

A 2 Day Workshop on CMS Requirements	Live Event (Baltimore, Maryland) April 27-28, 2016	10.0
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### *2015 Approved NON-JCR Programs/Events*

#### *American Society for Healthcare Engineering (ASHE)*

*Program Name:* *Dates* *CJCP Credits*

52 <sup>nd</sup> Annual Conference and Technical Exhibition	Live Event (Chicago, Illinois) July 12-15, 2015	10.0
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#### *Arkansas Organization of Nurse Executives & Arkansas Association for Healthcare Quality*

*Program Name:* *Dates* *CJCP Credits*

2015 Patient Safety Conference, sponsored by ArONE & AAHQ	Live Event (Little Rock, Arkansas) April 10, 2015	2.0
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#### *Department of Veterans Affairs Employee Education System and National Center for Patient Safety*

*Program Name:* *Dates* *CJCP Credits*

Patient Safety Improvement 101: RCA and Healthcare Failure and Effects Analysis	Live Event (Ann Arbor, Michigan) October 6-8, 2015	10.0
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SAMPLE







## CJCP Candidate Handbook | June 15, 2016

### American Society for Healthcare Engineering (ASHE)

**Program Name:** **Dates** **CJCP Credits**

51 <sup>st</sup> Annual Conference & Technical Exhibition 2014	Live Event (Chicago, Illinois) <i>August 4-6, 2014</i>	10.0
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### The Brody School of Medicine

**Program Name:** **Dates** **CJCP Credits**

The 6 <sup>th</sup> Annual Eastern Regional Patient Safety and Quality Symposium	Live Event (New Bern, North Carolina) <i>September 10, 2014</i>	1.25
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### Qualis Health

**Program Name:** **Dates** **CJCP Credits**

Idaho 2014 Annual Patient Safety and Quality Improvement Conference	Live Event (Boise, Idaho) <i>April 3-4, 2014</i>	8.5
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### Institute for Healthcare Improvement (IHI)

**Program Name:** **Dates** **CJCP Credits**

An IHI Expedition: Impacting Hand Hygiene at the Frontline	Webinar/Online Learning <i>Available 24/7 no expiration date published as of yet. Launched July 30, 2013.</i>	6.0
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### National Patient Safety Foundation (NPSF)

**Program Name:** **Dates** **CJCP Credits**

Patient Safety Curriculum with Curriculum Forward by Lucian Leape, MD.	Webinar/Online Learning Module, 10 set course approximately 1 hour per course. <i>Available 24/7 no expiration date published as of yet</i>	10.0
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## CJCP Candidate Handbook | June 15, 2016

### VHA, Inc.

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
Life Safety/Environment of Care Challenges	Webinar/Online Learning Conference Call May 19, 2014	1.5
Patient Rights	Webinar/Online Learning Conferences August 25, 2014	1.5
Infection Control Challenges	Webinar/Online Learning Conference June 23, 2014	1.5

### VHA Pacific Northwest

<i>Program Name:</i>	<i>Dates</i>	<i>CJCP Credits</i>
VHA Pacific Northwest 6 <sup>th</sup> Annual Accreditation Update - 2015	Live Event (Renton, WA) October 28-29, 2014	13.0

### 2013 Approved NON-JCR Programs/Events

### Missouri Hospital Association

Center for Education 2014 Joint Commission Accreditation Update for Hospitals	Live Event (Jefferson City, Missouri) <i>December 4-5, 2013</i>	10.0
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## Policy and Procedure

**Policy Title:** Policy on CJCP Recertification Applicant Appeals  
**Applies to:** CJCP External Candidates  
**Prepared by:** Associate Director, CJCP Program, Joint Commission Resources  
**Reviewed by:** Executive Director, PER, Joint Commission Resources  
**Approved by:** Vice President, Publications, Education, Electronic Products, Joint Commission Resources, and Associate General Counsel, Joint Commission Resources  
**Policy date:** September 17, 2015  
**Modified Date(s):** TBD

**PURPOSE** Joint Commission Resources, Inc. (“JCR”) anticipates that there may be some CJCP candidates who miss the recertification eligibility for various unplanned or unforeseen reasons.

**POLICY** JCR will allow a former CJCP with expired eligibility to appeal their ineligibility based on unique employment history, medical leave, miscalculation of CJCP credit hours towards recertification, change of decision to pursue CJCP recertification past their expiration date, or other similar reason. Such individuals who wish to be reconsidered for recertification need to appeal and have their appeal reviewed through the following steps by JCR.

**THIS POLICY DOES NOT APPLY, AND THERE IS NO BASIS FOR APPEAL UNDER THIS POLICY, FOR ANY CANDIDATE WHO DID NOT ORIGINALLY PASS THE CJCP EXAMINATION AND ACQUIRE THEIR CJCP CREDENTIAL.**

First, candidates must first request a formal Appeals Recertification Application via email to CJCP@jcrinc.com. Email requests for Recertification Appeals Applications will be received and reviewed on an ongoing basis; there is no deadline. The Recertification Appeals Application will be provided to the requester via email.

Candidates are not required to complete an Appeals Application after receipt; however, a Recertification Appeals Application will not be considered until a complete application is received by JCR.

Candidates should submit their completed Recertification Appeals Application via email to smurray@jcrinc.com with the email titled “Formal Recertification Appeals Application.”

## CJCP Candidate Handbook | June 15, 2016

When JCR receives a Recertification Appeals Application, the applicant will receive a acknowledgement of receipt. The applicant will also receive further instructions from JCR as to the next steps in the process or potential questions and/or documentation that must be submitted to support the application and deem the application complete.

When an application is deemed complete by JCR, it will be reviewed by the CJCP Steering Committee, which will make a decision on each candidate independently in a closed session. Candidates are not permitted to attend or provide oral arguments at the Steering Committee session. The Steering Committee may approve, deny, or request further information of the candidate. The Steering Committee will vote on each potential candidate, with a majority ruling. The decision, with the results of the vote, will be documented in the Steering Committee meeting's minutes. Any requests for further information from the Steering Committee will be sent to the candidate within 30 business days of the Steering Committee's meeting. The candidate will be provided a deadline for submission of these items, and the date will be set forth in the communication post the Steering Committee meeting. JCR must receive the candidate's response by the deadline, or the appeal is automatically denied.

**Approved candidates** will be provided with a written acknowledgement within fourteen (14) business days. In addition, their name will be provided to JCR's vendor for processing recertification applications. JCR's vendor will handle all recertification applications. Candidates who recertify based on the recertification appeals process will begin their three year term on the date of a successful completion of the application to our vendor. Retroactive CJCP hours will not be awarded during this time frame.

**Denied candidates** will be provided with a written acknowledgement within fourteen (14) business days. A formal email letter as to the Steering Committee's denial and explanation will be provided within one (1) month of the meeting date. The formal letter will provide the candidate with the details supporting the Committee's decision. Denied candidates may reapply to the CJCP program from the beginning at any time and will need to retake the CJCP examination. They will not be allowed to use their CJCP credential until they pass the examination, and may only do so during their three year certification term. Use of the CJCP credential after the eligibility has expired is misrepresentation.

### **APPROVALS**

**Policy Approval** – This policy statement requires the approval of the Vice President, Publications, Education, and Electronic Products, JCR, and Associate General Counsel, Joint Commission Resources.

**Procedure Approval** – The initial procedure and any changes thereto require the approval of the CJCP Steering Committee, in addition to Vice President, Publications, Education, and Electronic Products, JCR, and Associate General Counsel, Joint Commission Resources.