



# Understanding the Complete Value of Accreditation for Urgent Care Centers

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When choosing an accreditor, consider how each program's approach is structured to measure excellence as it applies to the urgent care setting. Here are three ways that The Joint Commission's accreditation process provides this value.

1. **Urgent care-specific accreditation** – The Joint Commission's accreditation process is designed to measure excellence in the urgent care setting. The accreditation process is structured to measure excellence in the urgent care setting. The accreditation process is structured to measure excellence in the urgent care setting.





The Joint Commission's tracer methodology of onsite review follows an individual patient who is receiving care, treatment or services at the urgent care facility. With the patient's consent, the reviewer will trace the patient's movement through the center and evaluate how the patient's experience aligns with the procedures and policies put in place by the center.

The intent is not for the reviewer to question a provider's clinical care, but they are available to point













Take a look at a typical accreditation timeline:

- **Preparation:** The Joint Commission provides unmatched customer support and valuable resources beginning as soon as an organization reaches out to express interest in accreditation. Urgent care centers can take all the time they need to review the applicable standards, ask questions, explore the available resources and begin to prepare for the onsite review.
- **Application:** We recommend organizations formally apply about four months before their survey-ready date. A business development representative will walk the organization through the simple application process. Leaders have the option to choose the earliest possible survey date — allowing organizations to thoroughly prepare before surveyors arrive onsite.
- **Onsite survey:** During the survey period, reviewers will visit the facility for an average of two days. For centers with multiple sites, surveyors will visit a representative sample of facilities, which will vary by





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About The Joint Commission:

