

Joint Commission Surveyors

Why pharmacies continue to rank their onsite survey among the most valued components of the Joint Commission accreditation experience.



Leaders in Pharmacy

Joint Commission pharmacy surveyors have a Doctor of Pharmacy or equivalent with a minimum of 5 years of pharmacy practice experience, a minimum of 2 years of accreditation experience, and leadership/senior management experience. Joint Commission pharmacy surveyors have an average tenure of 12 years at The Joint Commission and have objectively evaluated hundreds of pharmacies across the country.



Collaborators and Educators

Joint Commission surveyors take the time to share best practices they see in pharmacies across the country. The interactive, real-time evaluative process allows surveyors to share relevant, timely insights that support a pharmacy's strategic and operational journey to performance excellence. During the onsite survey, Joint Commission surveyors are responsive to pharmacy staff by answering their questions and/or orienting new staff to a Joint Commission survey. They walk organizations through, not only what they're doing, but why they're doing it, while tying the discussion back to standards, state and federal regulations.



Patient-Focused Evaluators

Joint Commission surveyors follow the patient/client all the way through the complex processes associated with pharmacy operations to evaluate standards compliance, from when a patient/client is prescribed a medication through dispensing and follow-up. This unique methodology ensures that processes critical to patient safety are evaluated.



Promoters of Robust Process Improvement® (RPI®)

Beyond professional development activities in pharmacy, surveyors are trained in RPI: Lean, Six Sigma and Change Management. They share best practices for using RPI as a tool to address patient safety issues in pharmacies like medication management and adherence practices on the journey to high reliability.