



Certified
Joint
Commission
ProfessionalTM

Candidate Handbook

Effective July 23, 2013

APPLY.
ACHIEVE.
ADVANCE.

CJCP Candidate Handbook | July 23, 2013

The material in this handbook is current as of July 23, 2013,
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://store.jcrinc.com/cjcp/>.

For specific questions not answered in this handbook,
please send an e-mail to cjcp@jcrinc.com.

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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 certification, and 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, webinar modules, 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 will be required to submit a signed affirmation that they have read and agree to be bound to all requirements, policies, and procedures. Please review the CJCP policy on “Appropriate Use of the CJCP Credential” found on pages 41–42 of this handbook for more details.

The CJCP Planning Committee

The CJCP Planning Committee includes steering committee members, webinar module and content development teams, examination development team, and staff from both The Joint Commission and JCR.

* CJCP™ is a trademark of The Joint Commission.

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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. Since its launch, the program has been extremely well received.

This unique program—the only professional certification officially endorsed by The Joint Commission—is a worthy credential and a real career-builder for accreditation professionals.

Accreditation professionals will achieve recognition for their high level of knowledge in accreditation compliance, survey readiness, performance improvement, and more. They will be 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 20,000 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 (20) 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're Joint Commission Resources (JCR).

And we're dedicated to helping health care organizations prosper by improving quality of care and patient safety. Our passion for sustaining improvements in patient safety translates to practical strategies and real results.

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Through our variety of practical products, publications, educational conferences, 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 with health care organizations, ministries of health, and other governmental bodies around the world to assist in improving the quality and safety of patient care and achieve peak performance.

By helping organizations recognize the need for continuous improvement, we're helping to create a culture of safety within health care organizations around the world.

In fact, the world's first World Health Organization (WHO) Collaborating Centre, dedicated exclusively to patient safety solutions, is a joint partnership among the WHO, The Joint Commission, and JCI.

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 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.

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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 requirements, and associated materials to assist potential candidates as well as those who become certified. The information in this handbook is current as of July 23, 2013, 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://store.jcrinc.com/cjcp/>.

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 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.

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 to pages 7–8 of this handbook for an overview of the missions of both The Joint Commission and Joint Commission Resources, demonstrating their leadership as a national accreditation and certifying body and its wholly owned affiliate that provides publications, education, and other resources in support of its parent's mission.

Professional Growth for an Individual: CJCP will allow you to be recognized by your organization and peers as a certified accreditation professional, to have the opportunity for career advancements, to maintain a competitive edge in your professional field, and to publicly acknowledge your status as an accreditation professional.

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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.

About the Testing Agency

All CJCP examinations will be conducted by Applied Measurements Professionals, Inc. (AMP), a leader in test writing, analysis, and hosting for proctored examinations.

Located in the greater Kansas City area, AMP is a leading provider of licensing and certification examinations for professional organizations. AMP is engaged in educational and occupational measurement, and provide examination development and administration to a variety of client organizations. AMP has partnered with JCR to develop, administer, score, and analyze the CJCP examination.

Assessment Center Locations

There are AMP Assessment Centers located in all states and in major metropolitan areas. You will have approximately 180 testing centers from which to choose, so you may take the examination at a location of your choice. A current listing of AMP Assessment Centers, including addresses and driving directions, can be found on the AMP website at <http://www.goAMP.com>.

Statement of Nondiscrimination

Neither JCR nor The Joint Commission nor 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 will consist of 150 multiple-choice questions. The examination will be provided electronically, will be timed, and will be administered only at an AMP Assessment Center (for more information about the examination, see below). 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*, along with the *CMS State Operations Manual and Code for Federal Regulations*.

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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 experts from The Joint Commission and JCR were involved in the writing of, critiquing of, and fair debate over rigorous test questions that will be on the CJCP examination.

Topics to be covered include the following:

- Understanding the Joint Commission accreditation processes
- Sentinel events
- Organizational analysis
- Accreditation
- Joint Commission standards (including a special focus on Medical Staff, Environment of Care, and Statement of Conditions™)
- Leadership skills
- Performance improvement
- Patient safety
- Federal Conditions of Participation of the Centers for Medicare & Medicaid Services

CJCP Eligibility Requirements (subject to change)

CJCP is available currently to candidates working domestically within the United States. The exam is based off of the Comprehensive Accreditation Manual for Hospitals (domestic standards). CJCP may be expanded to professions working within other disciplines or internationally. Please continue to watch JCR's website for the most current information.

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, 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, system level for at least five (5) years experience in an accreditation

preparation, assistance, coordination, management, or maintenance role.

- 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 required due date (examination dates and schedules to be published online). An application is considered complete if it includes the following:
 - a. Complete electronic application (available online)
 - b. Applicant's current job description
 - c. Letter from the applicant's current hospital or hospital system executive (such as the 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 anticipates that there may be some 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, for example, when the requirement is five [5] years), yet lack the required education level. 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 or visit <http://store.jcrinc.com/cjcp/> for more information.

Appeals will be processed and reviewed by the committee. The candidate will receive a written response within three (3) months. 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.

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Registering for an Examination

Examination registration is available online at <http://www.goamp.com/candidatehome/CandidateInformation.aspx>. 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 AMP for processing. Documentation may be submitted in PDF format as an e-mail attachment to AMPExaminationServices@goAMP.com.

To apply by mail, download and print the application (see Figure 1, pages 14–15) from the website above and mail it with your examination fee (credit card number, cashier's check, or money order made payable to AMP) and accompanying eligibility documents to:

Applied Measurement Professionals
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 AMP at 888-519-9901.

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Table 1. Scheduling Your Examination

If you contact AMP by 3:00 P.M. Central Time on . . .	Depending on availability, your examination may be scheduled as early as . . .
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 AMP Candidate Support Center 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 time to report to the AMP assessment center. If you have provided an e-mail address, you will receive an e-mail confirmation.

Telecommunication Devices for the Deaf

AMP is equipped to answer calls from people with Telecommunication Devices for the Deaf (TDD). TDD calling is available at 913-895-4637 from 8:30 A.M. to 5:00 P.M. CST, Monday through Friday.

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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, Applied Measurement Professionals, Inc., 18000 W. 105th Street, Olathe, KS 66061-7543.
For further information, you may call the Candidate Support Center 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: _____ E-mail Address: _____

Street Address: _____

City: _____ State: _____

Zip Code/Postal Code: _____ Country: _____

SAMPLE

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

Credit Card Number: _____

Expiration Date: _____

Name on Card: _____

Signature: _____

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

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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)

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

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: _____

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

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Holidays

Exams will not be offered on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day (and the following Friday)
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

Delivery of the Examination

Your examination will be given via computer at an 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 of 80% for successful completion of the examination (120 questions correct out of a possible 150).

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.

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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 AMP assessment centers are continuously monitored by audio and video surveillance equipment.

The following security procedures will apply during the exam:

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

Personal Belongings

Do not bring personal items, valuables, 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.

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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.

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.

Special Arrangements for Candidates with Disabilities

In accordance with the Americans with Disabilities Act (ADA), 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.

AMP will provide reasonable accommodations for candidates with disabilities. Wheelchair access is available at all established AMP assessment centers. You must advise 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 AMP. If you need special accommodations, you must call AMP at 888-519-9901 to schedule your examination. *A Request for Special Accommodations* form (see Figure 2, page 20–21) 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. AMP will review your request and will contact you within five (5) business days regarding the decision for accommodations.

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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 so your accommodations for testing can be processed efficiently. 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 _____

SAMPLE

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 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, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Candidate Support Center at 888/519-9901.

Rev. 9/28/2011

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

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DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that 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(s) to be administered. It is my opinion that, because of this candidate's disability described below, _____/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____ E-mail Address: _____

Date: _____ License # (if applicable): _____

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

Rev. 9/28/2011

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Rescheduling or Canceling an Examination

You may reschedule your appointment one (1) time at no charge. To reschedule, call AMP at 888-519-9901 at least two (2) business days prior to your scheduled appointment (see Table 2, below, for additional rescheduling information).

Table 2. Rescheduling Your Examination

If the examination is scheduled on . . .	AMP must be contacted by 3:00 P.M. CST to reschedule the examination by the previous . . .
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 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, AMP will determine whether circumstances warrant cancellation and subsequent rescheduling.

To determine whether your examination has been canceled, you may visit the AMP website at <http://www.goAMP.com> prior to the examination. Cancellation information will be posted as soon as 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 pagers, cellular phones, or PDAs
- 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

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Sample 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. Before The Joint Commission schedules a survey, what two documents must be signed?
 - a) Accreditation Contract and Business Associate Agreement.
 - b) Business Associate Agreement and Periodic Performance Review.
 - c) Accreditation Contract and Periodic Performance Review.

Answer: a

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

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4. Supervision of perioperative nursing care is performed by:

- a) Physician
- b) Anesthesiologist
- c) Registered Nurse

Answer: c

5. The one (1)-hour in-person evaluation of restraint or seclusion includes the following:

- a) Evaluation of the medical and behavioral condition and the need to continue or terminate the restraint or seclusion
- b) Evaluation of the immediate situation, reaction to the intervention, the medical and behavioral condition, and the need to continue or terminate the restraint or seclusion
- c) Evaluation of the immediate situation, reaction to the intervention, and the need to continue or terminate the restraint or seclusion

Answer: b

Recertification Requirements

Certification will expire after a three (3)-year period. All candidates 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.

1. CJCP Recertification Eligibility Requirements for potential candidates include:

- a. Current JCR Certification as a CJCP
- b. Submission of recertification application within sixty (60) days' completion of the three (3)-year accreditation 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.
- c. Thirty (30) hours of continuing education within the 3-year period. The total 30 hours must be JCR education activities and could consist of live education or face-to-face learning, custom education, Web-based training, JCR QSN broadcasts, or audioconferences.

(Although it is not required, CJCPs are encouraged to take ten (10) CE hours per year rather than taking all 30 CEs in one (1) year. This is recommended to maintain current knowledge/skills.)

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- d. If a CJCP does not have at least 30 JCR CEs at the end of the 3-year CJCP period, he/she loses certification until he/she attains at least 10 JCR CEs and successfully completes the CJCP recertification examination in the same twelve (12)-month period (successful completion of the recertification examination with passing rate of 80%).

2. Recertification Fees

The fee for recertification is \$350.

3. Application requirements include:

- a) Meeting application due dates

Applications include:

- i. Completion of formal electronic reapplication
- ii. Submission of reapplication fee of \$350
- iii. Agreement to be available, if selected, for a random scheduled interview (conducted by a JCR staff member)

Meeting the Requirements

Per the eligibility requirements for recertification, CJCPs must have thirty (30) hours of JCR-approved CJCP credit hours within their three (3)-year certification period. This period is counted three (3) years forward from the actual date and successful completion of your examination with a passing score.

If you maintain the required 30 hours of JCR-approved CJCP credit hours during the 3-year period, you will be considered recertified and will not need to take the examination. However, if you do not meet the required CE hours, you must complete a minimum of ten (10) hours and then sit for the formal recertification examination. Successful completion of the examination (80% passing rate) is necessary for recertification. You will then be recertified for 3 years after this examination date.

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. 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. Should you be aware that an individual is fraudulently using the CJCP credential, we ask that you report this individual to us at 630-792-5444 or by e-mail to cjcp@jcrinc.com.

Continuing Education Requirements for Recertification/Opportunities

Opportunities to meet the CJCP credit hours requirement for recertification are offered by select JCR live and electronic products. To determine whether a program is appropriate for you, please refer to the approved listing of courses on our website at <http://store.jcrinc.com/cjcp/>. In the future, all marketing materials for applicable Joint Commission and Joint Commission Resources programs will include the orange CJCP logo signifying CJCP credit approval.

JCR understands that there are many exceptional educational opportunities available to accreditation managers outside of material currently offered by JCR. Although outside programs are not currently applicable toward CJCP credits, JCR is in the process of examining outside programs for CJCP credits. Further information on this development will soon be available.

Resources to Help Prepare for the CJCP Examination

Education Modules/Webinars

Joint Commission Resources offers nine (9) specific 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 will be available for purchase separately or at a discount as a set.

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. How to Engage Your Medical Staff into The Joint Commission Accreditation Process
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

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Live Events

Beginning in September 2013, JCR will be offering 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 will highlight how to prepare for the examination, review content and sample questions from the examination, as well as provide 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.

Workbook Publication

Available in October 2013, 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. The workbook also contains an essential answer key which details the correct answer and explanation as to why the other answers are inaccurate.

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)

Confidentiality

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 AMP staff, are bound to internal confidentiality agreements, and your individual results will not be provided to the public. 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.

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.

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 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.

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://store.jcrinc.com/cjcp>. You may also visit our vendor's website at <http://www.goAMP.com>.

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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.

Certificates/Diploma

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 email us at 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.

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

A: The first certification exam was developed based on Joint Commission standards for domestic U.S. hospitals, which differ from international standards, so the exam is not designed for international health care professionals. If further information should become available, we will post information on our website as well as market this great opportunity.

Q: Is CJCP certification only for U.S. accreditation professionals? What about non-U.S. accreditation professionals? Will JCI have a CJCP program soon? When? How do I sign up?

A: JCR continues to receive many inquiries as to CJCP certification for other disciplines, including international. We are currently conducting market research and are considering expanding to our international candidates.

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.

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 Applied Measurement Professionals (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.

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.

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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. JCR has partnered with Applied Measurement Professionals (AMP) for expertise in examination developing, processing, and data collection. AMP is a nationwide leader in offering electronic tests to certification candidates. Locations for the examination are all within approximately 50 miles (or less) of a candidate's desired location.

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.

Q: Will I earn something to walk out of the testing center with to prove my passing of the exam?

A: Yes, each candidate will be provided with a Score Report upon completion of their CJCP examination. The Score Report will provide a summary of the candidate's name, picture, along with a summary of the aggregate testing scores. While you will not be able to identify actual questions that you scored correctly or incorrectly, you will be provided with the final result of your test including your pass/fail status.

Q: Is the examination available in other languages?

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

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).

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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: 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.

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.

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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 CJCP only for hospitals? When will you have CJCP for other health care settings?

A: CJCP was launched in September 2012 specifically for those working in a hospital/hospital system. For other disciplines (ambulatory, home care, long term care, behavioral health care), CJCP may be forthcoming. Discussion about other accreditation professionals and their areas of expertise is underway.

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. Whether or not an organization will make this a requirement moving forward will be at its own discretion.

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. All correspondences regarding possible or suspicious misrepresentation of a CJCP credential will be reviewed internally and such other steps as necessary will be taken.

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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 in alphabetical order. View the names of your professional colleagues—scroll to the sidebar on JCR's website: <http://store.jcrinc.com/cjcp>.

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 will soon be a well-recognized credential in the health care workforce. As our certification program grows, 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.

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 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://store.jcrinc.com>.

Q: How much is the live event, "CJCP Essentials Preparation?" I would like to attend.

A: The live event is priced at \$475 which includes your program materials, meals, and the CJCP mini-examination that will be provided at the event.

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Q: The website mentions that the “CJCP Essentials Preparation” program will be offered once with the launch? Are there plans for expanding this to other locations?

A: The live education event is currently being held the day prior to the Hospital Executive Briefings program, in only one location. JCR has teamed this program with the Executive Briefings because we know that many candidates preparing for the examination are also audience members for this annual program series. However, we are planning on additional offerings in 2014 with additional locations being considered.

Q: My budget does not allow for travel to programs, can you recommend an education program to assist?

A: JCR has a series of nine (9) educational Web-based modules available to candidates that can be purchased on the following topics:

1. Understanding The Joint Commission’s Accreditation Process
2. Organizational Analysis: Developing an Organizational Profile
3. Standards: The Essentials for Accreditation Managers
4. How to Engage Your Medical Staff into The Joint Commission Accreditation Process
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

Q: Do I have to complete these additional educational modules? I’ve been in my job a long time, and I feel I already have this knowledge.

A: No, candidates do not have to complete the education webinar-based modules. The modules will be available as an optional means for candidates to further their skills, prepare for the examination, or meet their continuing education (CE) requirements. The modules offer various hours of CE credits. You may want to purchase them individually for these reasons or to assist you in meeting your state licensure requirements.

Q: How much are the 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.

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Recertification

Q: Many outside organizations provided excellent education programs. Will JCR expand the CJCP credit hours outside of the listing provided?

A: JCR is currently looking at non-JCR events in comparison to our programs that offer CJCP credit hours. In addition, we are preparing policies and procedures related to non-JCR events and plan on announcing which programs will be offered for recertification shortly. Please continue to watch our website for the latest details.

Q: How—and when—do I get recertified as a CJCP? What is required to get recertified? How much does it cost?

A: Recertification for CJCP is required every three (3) years. Once a professional is certified, the recertification requirement is currently thirty (30) hours of JCR continuing education credit during this three (3)-year period. The fee for recertification is currently \$350.

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 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 towards our CJCP recertification, after you achieve the certification. Credits cannot be retroactively applied. A listing of all approved programs offering CJCP credits is provided on our website. This listing will be updated as appropriate and is subject to change.

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Contacts for Specific CJCP-Related Questions

For questions related to CJCP, please visit the JCR website at <http://store.jcrinc.com/cjcp/>. You may also direct your individual questions to JCR via e-mail at 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 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. 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

After successful completion of the formal CJCP examination, 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.

There is no extra fee for this certificate. 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. For more information, please e-mail cjcp@jcrinc.com or call 877-223-6866 from 8:00 A.M. to 8:00 P.M. EST.

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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, stationery, and e-mail signature, 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, and other communication methods.

National Commission for Certifying Agencies

The National Commission for Certifying Agencies (NCCA) was formed, in cooperation with the federal government, to develop standards of excellence for voluntary certification programs. In 1989, the scope of those standards was broadened to include certifications for individuals in all professions and occupations. Much like The Joint Commission's accrediting of organizations for patient safety compliance, NCCA accredits organizations for compliance with rigorous certification programs, and for their development and review processes.

Joint Commission Resources has formally notified NCCA that it will be seeking certification of the CJCP program in its entirety. Per their guidelines, the program must be formally in place for a minimum period of time before the application process can begin. In addition, various studies on pass/fail rates must be developed. With the newness of the CJCP program, many elements of the NCCA requirements are still under development. However, we anticipate submission of our formal complete application by 2015.

CJCP Policies and Procedures

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Appropriate Use of the CJCP Credential

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.

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.

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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:	Deputy Executive Officer, Joint Commission Resources/Joint Commission International and Associate General Counsel, Joint Commission Resources
Policy date:	June 1, 2013
Modified Date(s):	TBD

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. 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 with the email titled "Formal Appeals Application."

When JCR receives an 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

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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. 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. 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 with 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.

A formal written approval or denial from the Steering Committee will be provided to the candidate 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. In addition, their 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 – This policy statement requires the approval of the Deputy 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 Deputy Executive Officer, JCR, and the Office of the General Counsel.



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:	Deputy Executive Officer, Joint Commission Resources/Joint Commission International and Associate General Counsel, Joint Commission Resources
Policy date:	April 20, 2013
Modified Date(s):	TBD

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, Applied Measurement Professionals 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.

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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.

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:	Deputy Executive Officer, Joint Commission Resources/Joint Commission International; Associate General Counsel, Joint Commission Resources; Chief Financial Officer, Dept of Planning and Financial Affairs, The Joint Commission
Policy date:	May 29, 2013
Modified Date(s):	TBD

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 Applied Measurement Professionals 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 Applied Measurement Professionals at his or her earliest opportunity as to the reason for the missed appointment. Applied Measurement Professionals will

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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 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 Applied Measurement Professionals (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 Applied Measurement Professionals' website 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 – This 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

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