

FEDERAL OCCUPATIONAL HEALTH

TJC ACCREDITATION FACT SHEET

Federal Occupational Health (FOH) has received The Joint Commission (TJC) Accreditation to put a gold seal of quality on FOH's service delivery to our valued customers. Here is some information about TJC Accreditation and what it means for our customers.

Who is TJC?

TJC is an independent, not-for-profit organization that accredits and certifies over 20,000 quality health care organizations in the United States. Accreditation is all about improving the quality and safety of health care and services, an enterprise that is in direct alignment with the FOH mission and vision of improving the health, safety, and productivity of our federal employees as the occupational health provider of choice through quality, trust, and empowerment.

What is accreditation?

The accreditation process has provided and continues to provide outside expert evaluation of the quality and safety of care and services across all FOH service lines. TJC Ambulatory Care System Accreditation encompasses 14 chapters of standards developed to promote the industry's best practices. TJC standards provide FOH with a proven framework to drive quality and safety improvements across Clinical Health, Wellness and Health Promotion, and EAP/WorkLife4You service lines and their administrative supports in order to ensure delivery of the best possible care and services to our customers. TJC accreditation is patient-centered, meaning it focuses on the processes and systems impacting the safety and quality for our clients, your employees.

Where does accreditation take place?

Accreditation occurs throughout FOH. Some improvements will be made at FOH Headquarters, while others address service provision. TJC specifically completed onsite surveys in Bethesda headquarters' offices, 25% of health clinics, 25% of EAP clinics, and 25% of fitness centers across the country.

What does it mean for FOH's customers?

Through accreditation, FOH demonstrates a continued commitment to quality service delivery and client safety goals. Accreditation gives FOH the opportunity to go beyond our customer's expectations.

How did FOH achieve TJC Accreditation?

After applying for accreditation in early July 2014, FOH achieved that honor November 6, 2015. The FOH Director's Office of Performance, Analysis, and Quality (OPAQ) managed the initiative and began preparations across all of FOH for the robust initiative in August 2014. Preparations for TJC site surveys included the release of frequent trainings and materials designed to prepare staff for accreditation and policy and quality assurance enhancements. In July of 2015, TJC began onsite accreditation surveys of 25% of Clinical Health Services Clinics, EAP Clinics, and WHP Fitness Centers to assess the execution of FOH's policies and delivery of care. FOH received a series of direct and indirect observations in October 2015 requiring responses within 60 days before TJC finally granted FOH accreditation that November.

FOH is very excited about this achievement and opportunities the future. If you have any questions, please contact TJCHelpDesk@foh.hhs.gov.

