



Project REFRESH and Improving the Survey Experience

Project REFRESH is a series of interrelated process improvement projects underway at The Joint Commission. The projects look at various aspects of pre-survey, on-site survey, and post-survey activities in an effort to simplify them, enhance their relevancy to accredited organizations, increase transparency within the accreditation process, and utilize innovative approaches and technology to

enrich the customer experience. REFRESH projects will be implemented in a phased and coordinated approach, beginning in June 2016 and extending through 2017. Please see the articles in this issue on the SAFER matrix (page 1) and EP review (page 5) for key project updates. The PR icon accompanying these and future articles identifies their content as part of Project REFRESH. 