

Working at The Joint Commission



Welcome

Thank you for considering The Joint Commission! This booklet provides information about the many benefits available to our employees. These include a comprehensive benefits package, generous vacation and holiday pay, and a subsidized on-site cafeteria, to name a few. Find out more information about The Joint Commission by visiting our website at www.jointcommission.org.

The Joint Commission – helping health care organizations help patients

Who we are

Founded in 1951, The Joint Commission seeks 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. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Its vision is that all people always experience the safest, highest quality, best-value health care across all settings.

The Joint Commission realizes its mission through the work its employees do every day to help health care organizations **aspire** to provide safer, higher quality care. We are committed to providing products and services that are **relevant**, and to working **collaboratively** with our fellow employees, health care organizations and other stakeholders. Everything we do, every survey or review we conduct, every interaction with the public, and every standard we set, is done with the aim of helping our customers better serve their patients, residents and clients.

The Joint Commission is governed by a 32-member Board of Commissioners that includes physicians, administrators, nurses, employers, quality experts, a consumer advocate and educators. In addition, home care, behavioral health care, and nursing care center representatives are full voting members of the Board. All of the Board members bring countless years of diverse experience in health care, business and public policy.

In addition, individuals from nationally recognized professional associations, health care organizations, corporations, government agencies, community groups and public members serve on advisory committees that provide guidance and counsel for the evaluation of health care quality and safety. They assist The Joint Commission in identifying what is important when measuring the quality and safety of health care.

Robust Process Improvement®

The Joint Commission strives to be a high reliability organization. In 2008, The Joint Commission began an internal quality initiative known as Robust Process Improvement® (RPI®), which is a set of strategies, tools, methods and training programs for improving business processes. The RPI initiative involves staff at every level. Employees are trained to use RPI tools such as Change Management and Lean Six Sigma, and many have opportunities to become Change Agents, Yellow Belts, Green Belts or Black Belts. The application of RPI has increased the efficiency of Joint Commission business processes, and the quality of our products and services.

Center for Transforming Healthcare

The Joint Commission Center for Transforming Healthcare (CTH) was established in 2008 to solve health care's most critical safety and quality problems. The Center's participants – the nation's leading hospitals and health systems – use a systematic approach to analyze specific breakdowns in care and discover their underlying causes to develop targeted solutions that solve these complex problems. Find out more at www.centerfortransforminghealthcare.org.

What we do

The Joint Commission evaluates and accredits nearly 21,000 health care organizations and programs in the United States, such as organizations that provide ambulatory care, behavioral health care, home care, hospital, laboratory, nursing center care, and office-based surgery services. The Joint Commission also offers certification for disease-specific care programs, primary care medical homes, behavioral health homes, integrated care, perinatal care, palliative care and health care staffing services.

Joint Commission Resources, Inc. (JCR), a not-for-profit wholly-owned affiliate of The Joint Commission, provides innovative solutions designed to help health care organizations improve patient safety and quality.

The Joint Commission and JCR maintain strict separation policies and have established a “firewall” that prohibits The Joint Commission and the consulting services of JCR from sharing any organization-specific, confidential information about accredited organizations or certified programs, as well as certain accreditation process information.

Joint Commission International (JCI) was established in 1994 as a division of JCR. It extends The Joint Commission’s mission worldwide by assisting international health care organizations, public health agencies, health ministries, and others to improve the quality and safety of patient care in more than 100 countries. JCI has regional offices in Asia Pacific and the Middle East.

Our values

The Joint Commission believes that people are the most important asset of any business organization, and that each individual expects and deserves to be treated with dignity and respect.

The Joint Commission operates within a safety culture, a work environment that fosters mutual trust and individual accountability by embracing a respectful exchange of ideas and other behaviors that lead to: organizational learning; continuous improvement; and processes, services and products that are consistently excellent. All employees are expected to support values and behaviors that uphold this standard. These corporate values include:

Courtesy - We affirm that courtesy is essential in all relationships.

Empowerment - We believe that each employee should have the authority and support necessary to contribute effectively to continuous improvement in organization performance.

Improvement - We seek to continually improve our performance.

Integrity - We pledge that honesty and ethical behavior will characterize all of our transactions.

Quality - We believe that our customers are entitled to quality services and products provided in the most cost-effective manner.

Recognition - We believe that excellence in performance should be recognized.

Respect - We value the contributions of each individual, encourage development of individual capabilities, emphasize the importance of individual well-being, and gain strength from the diversity of our staff.

Responsiveness - We seek to understand and be responsive to the needs of one another and of those who use our products and services.

Teamwork - We believe that a productive work environment requires teamwork, active collaboration and clear and open communication within and across organization units.

Employment facts

The Joint Commission enterprise employs over 1,300 people. It is committed to providing equal opportunity for employment to individuals, regardless of race, color, gender, religion, age, national origin, marital status, sexual orientation, disability, veteran status, or any other status or condition protected by law. This policy also applies to benefits, compensation, training, promotions/transfers, and all other terms and conditions of employment.

Work hours

The Joint Commission's regular office hours are 8:30 a.m. to 5 p.m. and our basic work week is 40 hours. Any deviation from these work hours is considered a flexible work arrangement, which must be approved by your manager. All employees, however, are expected to work during the core period of 10 a.m. to 2 p.m.

Business casual dress

We offer a business casual dress environment in the Central Office Monday through Thursday, and casual dress on Friday. Field staff are expected to wear traditional business attire when conducting surveys and reviews.

Paydays

Central Office staff are paid on a biweekly basis on alternate Fridays. Field staff are paid on a monthly basis.

Development appraisal

Central Office staff and field staff receive performance appraisals after six months of employment. All Central Office employees receive performance reviews annually on March 1 thereafter, and field staff receive reviews annually on April 1 thereafter. In addition, Central Office staff participate in six-month progress reviews with their manager mid-year.

Opportunities for advancement

Joint Commission enterprise job openings are posted regularly on our website, www.jointcommission.org, and our intranet. We encourage employees to consider and apply for new opportunities as part of our commitment to continuous professional development. We also encourage referrals of qualified external candidates through our employee referral bonus program.

Professional Development Center

The Professional Development Center (PDC) is committed to helping staff realize their career goals. The PDC uses a competency-based learning blueprint to continually build and refresh its offerings. The PDC:

- Works to identify what staff need or want to learn in order to support a productive and innovative enterprise.
- Designs classes to meet the educational needs of staff.
- Uses teaching methods that best recognize how adults learn.
- Utilizes a learning management system to help staff track their learning.
- Evaluates the quality of its offerings.

Classes are delivered online or face-to-face. The PDC draws upon the expertise of enterprise staff to provide education and training and partners with the best, most innovative and cost-effective external programs available.

Our benefits

Vacation

Full-time Central Office employees earn 15 days of vacation each year. After three years of service, full-time employees earn 20 days of vacation. Vacation for part-time employees is pro-rated according to their full-time equivalent (FTE) status.

Full-time field representatives earn 10 days of vacation each year. They also are eligible for five paid administrative leave days, which are designated for the week between the Christmas and New Year's holidays. Part-time field staff earn pro-rated vacation and paid administrative leave days based on their FTE status.

Full-time and part-time employees paid on a biweekly basis will accrue vacation time on a biweekly basis. Full-time and part-time employees paid on a monthly basis will accrue vacation time on a monthly basis. Full-time and part-time employees will be eligible for vacation time during the pay period in which they have completed six months of service.

Paid holidays

In 2016, Joint Commission employees will receive 10 paid holidays. Part-time employees are paid for holidays on a pro-rated basis based on their FTE status.

Paid personal days

New full-time and part-time employees are eligible for personal time beginning with their first pay date. Full-time employees receive four paid personal days per year. Part-time employees receive two paid personal days per year. Employees beginning employment after June 30 receive half of their annual personal day allotment for that calendar year. Employees hired during the month of December are not eligible for any personal days during that calendar year.

*Medical care**

The Joint Commission offers a Blue Cross/Blue Shield Preferred Provider Organization (PPO) Plan with a choice of two plan deductibles. Two Blue Cross/Blue Shield HMO Plans (HMO Illinois and Blue Advantage HMO) also are available to those employees living in the Blue Cross of Illinois service area. The cost of the medical care plans is shared between employees and The Joint Commission. Employees pay their portion of the cost of the medical care plans on a pre-tax basis, which means contributions are deducted from employees' paychecks before taxes are paid. Smoker and non-smoker rates apply. Medical benefits also are available to domestic partners.

* Full-time and part-time employees are eligible for this benefit effective the first day of the month following their date of employment.

Dental care^{*}

We offer a choice of two dental plans. The Delta Dental Preferred Provider Organization (PPO) Plan allows employees to choose from a large national network of providers or choose their own non-participating dentist. The DeltaCare DHMO Plan is available to employees living in Illinois, Florida, Texas or California. The Dental DHMO Plan provides unlimited dental care when services are provided by a network dentist. No coverage is provided when services are provided by a non-participating provider. The cost of the dental care plan is shared between employees and The Joint Commission. As with medical care plans, employees pay their portion of the cost of the dental plans on a pre-tax basis.

Vision care^{*}

An annual eye exam is available to all employees with health coverage under a Joint Commission medical plan. This benefit is provided through the Vision Service Plan (VSP) network of providers.

All full-time and part-time employees have the opportunity to elect eyewear coverage through VSP that will provide for the purchase of eyeglasses or contact lenses with a low co-payment at participating locations nationwide.

^{*} Full-time and part-time employees are eligible for this benefit effective the first day of the month following their date of employment.

Flexible spending accounts

The Joint Commission offers a health care reimbursement account and a dependent care reimbursement account. These spending accounts allow employees to set aside pre-tax dollars to pay for health and dependent care expenses.

Life insurance

Full-time employees are provided life insurance in the amount of their annual salary plus \$10,000. Eligible part-time employees are covered with a \$25,000 life insurance benefit. Optional group term life insurance is available in increments from \$10,000 to \$500,000 at the employee's expense.

Dependent life insurance

Employees can elect life insurance coverage for a spouse from \$5,000 up to \$250,000 and/or dependent children in the amount of \$10,000, if they have elected additional life insurance.

Travel accident and voluntary insurance for accidental death and dismemberment

The Joint Commission provides up to \$200,000 in benefits while employees are on company business in the event they are hurt or killed. Additional accidental death and dismemberment insurance is available at the employee's expense.

Paid sick days

Full-time employees accrue 10 paid sick days per year. Full-time and part-time employees paid on a biweekly basis accrue sick time on a biweekly basis. Full-time and part-time employees paid on a monthly basis accrue sick time on a monthly basis. Full-time and part-time employees earn sick time beginning with their first pay date. Part-time employees accrue paid sick time on a pro-rated basis. Unused sick days are carried over, or “banked,” from one year to the next up to a maximum of 70 days based on FTE status.

Short term disability or extended sick leave (ESL)

The Joint Commission provides up to 50 work days of extended sick leave pay for eligible full-time and part-time employees who, after meeting a six-month employment eligibility requirement, cannot work for medical reasons. ESL pay is based upon length of service. Employees receive ESL pay after they have used all sick days they have earned and accrued, and meet a 10-day waiting period. Part-time employees receive ESL pay on a pro-rated basis. Medical documentation must be provided.

Long term disability

After 90 calendar days of absence due to illness, or if later, after all sick and extended sick leave benefits have been exhausted, full-time employees may apply for long term disability benefits.

Critical illness insurance

Employees can elect to purchase from \$10,000 to \$50,000 of coverage for the first occurrence of a heart attack, cancer, stroke, kidney failure, major organ transplant or coronary artery bypass graft. Critical illness coverage provides the additional financial support for expenses not covered under the medical plan. Coverage is provided through MetLife™.

Tuition reimbursement

Full-time employees with 12 months of continuous service prior to the commencement of the desired course(s) are eligible for tuition reimbursement. Approval must be obtained from the appropriate department head and a degree approval plan must be on file prior to registration. Upon presentation of evidence of satisfactory completion of course work and tuition payment receipts, The Joint Commission will reimburse employees according to the following schedule: 70 percent of tuition costs to a maximum of \$2,000 for employees with less than three years of employment; and 90 percent of tuition costs to a maximum of \$5,250 for employees with three or more years of service.

Retirement and savings plans

Account-based retirement plan

Employees are eligible to participate in the retirement plan on Jan. 1 or July 1 after completing one year of employment, provided they have worked at least 1,000 hours in that year and were at least age 21. The Joint Commission funds this plan on its employees' behalf by contributing an amount equal to 5 percent of compensation each calendar year of credited service, along with interest credit of 5 percent. When an employee has three or more credited years of service, the employee is vested in the plan and entitled to an accrued benefit at retirement or termination.

Smart Saver 401(k) plan

Full-time and part-time employees are eligible to participate in the Smart Saver 401(k) plan if they are age 21 or over. Contributions can be made with pre-tax dollars or post-tax dollars, also known as a Roth 401(k), or a combination of the two. Contributions made after one year of service are matched 50¢ for each \$1 contributed up to 6 percent of pay. A maximum of 50 percent of pay may be contributed by an employee, not to exceed \$18,000 per year. An additional \$6,000 "catch-up" contribution can be elected by participants age 50 and over.

403(b) tax-sheltered annuity program

The Joint Commission has made provisions to allow all employees to voluntarily establish a tax-sheltered annuity through a 403(b) Retirement Savings Program. This optional retirement program allows an employee to defer up to 50 percent of salary to a maximum of \$18,000. An additional \$6,000 "catch up" contribution can be elected by participants age 50 and over.

Note: Employees participating in the 401(k) plan cannot also participate in the 403(b) plan in the same calendar year.

Family friendly and other employee benefits

Adoption assistance

To help offset costs associated with the adoption of a child, The Joint Commission will reimburse up to \$4,000 of eligible adoption expenses for full-time and part-time employees.

Employee assistance program (EAP)

The Joint Commission provides all employees with 24/7 access to services providing solution-focused counseling, information, resources, and referrals related to emotions and stress, addiction and recovery, parenting, caregiver support, financial concerns, legal matters, and workplace issues.

DuPage Credit Union

Central Office full-time and part-time employees may join the DuPage Credit Union with an initial \$50 savings account deposit. The credit union offers low-interest loans, IRAs, payroll deduction savings and checking plans, and more.

Group auto, home owners, pet insurance

All employees can take advantage of competitive group rates for their personal auto, home owners and/or pet insurance through MetLife™. Payroll deducted premiums are available for full-time and part-time employees.

Group legal plan

All employees can elect to enroll in a group legal plan through MetLaw.™ The legal plan provides access to a network of attorneys who provide a variety of legal services. Payroll deducted premiums are available for full-time and part-time employees.

Dry cleaning service

The Joint Commission offers a convenient drop-off/pick-up dry cleaning service to all employees in the Central Office.

Smoke-free environment

The Joint Commission provides a smoke-free environment. A company paid smoking cessation program is offered to employees and their dependents through *The Quit For Life* Program.

Employment at will

Employment with The Joint Commission is “at will,” meaning either the employee or The Joint Commission can terminate the employment relationship at any time for any reason.

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Locations

The Joint Commission - Central Office

Center for Transforming Healthcare

One Renaissance Boulevard

Oakbrook Terrace, IL 60181-4294

630-792-5000

www.jointcommission.org

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The information contained in this brochure is intended to provide an overview of the policies and benefits offered by The Joint Commission. Specific policies, programs and coverages are subject to change at the discretion of management, or as required by law. If information in this brochure is in conflict with approved policies or official plan documents, the official policies and plan documents will govern.



