



See clearly how Continuous Service Readiness® (CSR) can help your organization

The JCR subscription-based consulting and education service delivers a dedicated consultant to your organization who can collaborate with you to:

- Prepare for unannounced surveys
- Understand patient and system tracer methodologies
- Apply the Targeted Solutions Tool™ to accurately measure current performance, identify barriers to excellent performance, and direct action to proven solutions
- Improve performance, safety, and quality
- Review documents, processes, and system effectiveness
- Answer questions and concerns

Realize the JCR advantage with seasoned health care consultants who utilize Six Sigma and lean practices to assist hospital and non-hospital organizations understand and comply with:

- Joint Commission Standards and their integration with CMS requirements
- National Patient Safety Goals
- Disease-Specific Care Certifications

With a dedicated CSR consultant who provides assistance in person, by phone or online, you can be ready at any time for unannounced surveys. The CSR program allows access to specialized consultants for focused work in areas of:

- Accountability Measures
- Environment of Care®
- Infection Control
- Medical Leadership
- Medication Safety
- JCR Safe Health Design™

Partner with Joint Commission Resources to improve operations and performance through a unique program that extends your staff with a Joint Commission Accreditation Standards expert—**both on and offsite!**

Here for you

In addition, JCR partners with many state hospital associations to offer additional onsite workshops for CE credits.

CSR subscriptions offer a dedicated Web site for timely resources such as an internal social networking site called *Chatter*, publications including the *Compass* Newsletter, self-assessments, and standard compliance tools. Subscribers have the opportunity to join the CSR Member Advisory group to guide the program's development and direction.

Whether your organization is a rural hospital or an academic medical center, CSR consultants can assist with your needs.

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Hear what CSR clients nationwide are saying...

"We had excellent advice to really help our outpatient managers comply with JC standards."

"Our consultant is available for off-site and onsite consultations — so very helpful and informative."

"Our services have been very good, well-utilized, and helpful to the organization."

"CSR helped us reengineer our processes, and we are safer and fully compliant."

"We are excited to move forward, together"

"CSR is a most valuable resource and we have recommended the service to others."

"Love the workshops and our representative is very helpful. This really helps us stay 'Survey Ready.'"

"Without our consultant we would be lost."

"I couldn't do my job without the help of CSR."

"Thanks for your wisdom and help. Not too many can help with a Medical Group."

"The CSR program is an excellent tool. If you avail yourself of the resources you will benefit. Excellent product for the price."

Joint Commission Resources® (JCR), a not-for-profit affiliate of The Joint Commission®, is the official publisher and educator of The Joint Commission.

JCR is an expert resource for health care organizations, providing software solutions, consulting services, educational services, and publications to assist in improving quality and safety and to help in meeting the accreditation standards of The Joint Commission. JCR provides consulting services independently from The Joint Commission and in a fully confidential manner.

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