

## HOW TO DEAL WITH THE JCI ACCREDITORS WHEN THEY APPROACH YOU?

1. Introduce yourself (*state your complete name, your designation and your length of stay in this hospital*).
2. Answer only the question you are asked.
3. Think carefully before answering the question. Take time to consider what the surveyor is looking for. Ask the surveyor to repeat or restate the question if you don't understand.
4. Be honest. If you don't know the answer, don't guess. Tell the surveyor how you can get the answer. In most cases you can ask your immediate head. Refer to policies and procedures that will support your answers.
5. Give examples. If you are asked about performance improvement, mention an improvement activity in your unit/department was involved (such as Hand Hygiene).
6. Emphasize team work. Don't allow one person to do all the talking. If you have a role in the function that being asked discussed, explain it properly.