



# **Sustainable Healthcare Certification**

## **Review Process Guide**

**2024**

**Issue Date:** February 20, 2024

## What's New in 2024

New or revised content for 2024 is identified by underlined text in the activities noted below.

Changes effective February 20, 2024

**Review Process Introduction, Orientation to the Organization's Environmental Sustainability Program, Sample Review Agenda** – These activities have been updated to include content about the new Corporate Centralized System certification option.

# Table of Contents

## Sustainable Healthcare Certification Review Process Introduction

This guide is intended to prepare your organization for a review of compliance with the Sustainable Healthcare certification standards. It is important that you read this guide and follow the instructions, as well as access the recommended resources so that your organization is prepared for participating in the certification review process. In this activity guide your organization will find guidance on how to prepare for a Sustainable Healthcare certification review.

The Joint Commission offers two certification options for organizations:

1. Single healthcare organization (HCO) certification – the certification is awarded to one organization or
2. Corporate centralized system – certification is awarded to the corporate entity.

The *Certification Review Process Guide* describes the certification process. For more information, see the *Joint Commission's Sustainable Healthcare Certification Review Process Guide*, 15.5 (t), 15.6 (a), 15.6 (b), 15.6 (c), 15.6 (d), 15.6 (e), 15.6 (f), 15.6 (g), 15.6 (h), 15.6 (i), 15.6 (j), 15.6 (k), 15.6 (l), 15.6 (m), 15.6 (n), 15.6 (o), 15.6 (p), 15.6 (q), 15.6 (r), 15.6 (s), 15.6 (t), 15.6 (u), 15.6 (v), 15.6 (w), 15.6 (x), 15.6 (y), 15.6 (z), 15.6 (aa), 15.6 (ab), 15.6 (ac), 15.6 (ad), 15.6 (ae), 15.6 (af), 15.6 (ag), 15.6 (ah), 15.6 (ai), 15.6 (aj), 15.6 (ak), 15.6 (al), 15.6 (am), 15.6 (an), 15.6 (ao), 15.6 (ap), 15.6 (aq), 15.6 (ar), 15.6 (as), 15.6 (at), 15.6 (au), 15.6 (av), 15.6 (aw), 15.6 (ax), 15.6 (ay), 15.6 (az), 15.6 (ba), 15.6 (bb), 15.6 (bc), 15.6 (bd), 15.6 (be), 15.6 (bf), 15.6 (bg), 15.6 (bh), 15.6 (bi), 15.6 (bj), 15.6 (bk), 15.6 (bl), 15.6 (bm), 15.6 (bn), 15.6 (bo), 15.6 (bp), 15.6 (bq), 15.6 (br), 15.6 (bs), 15.6 (bt), 15.6 (bu), 15.6 (bv), 15.6 (bw), 15.6 (bx), 15.6 (by), 15.6 (bz), 15.6 (ca), 15.6 (cb), 15.6 (cc), 15.6 (cd), 15.6 (ce), 15.6 (cf), 15.6 (cg), 15.6 (ch), 15.6 (ci), 15.6 (cj), 15.6 (ck), 15.6 (cl), 15.6 (cm), 15.6 (cn), 15.6 (co), 15.6 (cp), 15.6 (cq), 15.6 (cr), 15.6 (cs), 15.6 (ct), 15.6 (cu), 15.6 (cv), 15.6 (cw), 15.6 (cx), 15.6 (cy), 15.6 (cz), 15.6 (da), 15.6 (db), 15.6 (dc), 15.6 (dd), 15.6 (de), 15.6 (df), 15.6 (dg), 15.6 (dh), 15.6 (di), 15.6 (dj), 15.6 (dk), 15.6 (dl), 15.6 (dm), 15.6 (dn), 15.6 (do), 15.6 (dp), 15.6 (dq), 15.6 (dr), 15.6 (ds), 15.6 (dt), 15.6 (du), 15.6 (dv), 15.6 (dw), 15.6 (dx), 15.6 (dy), 15.6 (dz), 15.6 (ea), 15.6 (eb), 15.6 (ec), 15.6 (ed), 15.6 (ee), 15.6 (ef), 15.6 (eg), 15.6 (eh), 15.6 (ei), 15.6 (ej), 15.6 (ek), 15.6 (el), 15.6 (em), 15.6 (en), 15.6 (eo), 15.6 (ep), 15.6 (eq), 15.6 (er), 15.6 (es), 15.6 (et), 15.6 (eu), 15.6 (ev), 15.6 (ew), 15.6 (ex), 15.6 (ey), 15.6 (ez), 15.6 (fa), 15.6 (fb), 15.6 (fc), 15.6 (fd), 15.6 (fe), 15.6 (ff), 15.6 (fg), 15.6 (fh), 15.6 (fi), 15.6 (fj), 15.6 (fk), 15.6 (fl), 15.6 (fm), 15.6 (fn), 15.6 (fo), 15.6 (fp), 15.6 (fq), 15.6 (fr), 15.6 (fs), 15.6 (ft), 15.6 (fu), 15.6 (fv), 15.6 (fw), 15.6 (fx), 15.6 (fy), 15.6 (fz), 15.6 (ga), 15.6 (gb), 15.6 (gc), 15.6 (gd), 15.6 (ge), 15.6 (gf), 15.6 (gg), 15.6 (gh), 15.6 (gi), 15.6 (gj), 15.6 (gk), 15.6 (gl), 15.6 (gm), 15.6 (gn), 15.6 (go), 15.6 (gp), 15.6 (gq), 15.6 (gr), 15.6 (gs), 15.6 (gt), 15.6 (gu), 15.6 (gv), 15.6 (gw), 15.6 (gx), 15.6 (gy), 15.6 (gz), 15.6 (ha), 15.6 (hb), 15.6 (hc), 15.6 (hd), 15.6 (he), 15.6 (hf), 15.6 (hg), 15.6 (hh), 15.6 (hi), 15.6 (hj), 15.6 (hk), 15.6 (hl), 15.6 (hm), 15.6 (hn), 15.6 (ho), 15.6 (hp), 15.6 (hq), 15.6 (hr), 15.6 (hs), 15.6 (ht), 15.6 (hu), 15.6 (hv), 15.6 (hw), 15.6 (hx), 15.6 (hy), 15.6 (hz), 15.6 (ia), 15.6 (ib), 15.6 (ic), 15.6 (id), 15.6 (ie), 15.6 (if), 15.6 (ig), 15.6 (ih), 15.6 (ii), 15.6 (ij), 15.6 (ik), 15.6 (il), 15.6 (im), 15.6 (in), 15.6 (io), 15.6 (ip), 15.6 (iq), 15.6 (ir), 15.6 (is), 15.6 (it), 15.6 (iu), 15.6 (iv), 15.6 (iw), 15.6 (ix), 15.6 (iy), 15.6 (iz), 15.6 (ja), 15.6 (jb), 15.6 (jc), 15.6 (jd), 15.6 (je), 15.6 (jf), 15.6 (jg), 15.6 (jh), 15.6 (ji), 15.6 (jj), 15.6 (jk), 15.6 (jl), 15.6 (jm), 15.6 (jn), 15.6 (jo), 15.6 (jp), 15.6 (jq), 15.6 (jr), 15.6 (js), 15.6 (jt), 15.6 (ju), 15.6 (jv), 15.6 (jw), 15.6 (jx), 15.6 (jy), 15.6 (jz), 15.6 (ka), 15.6 (kb), 15.6 (kc), 15.6 (kd), 15.6 (ke), 15.6 (kf), 15.6 (kg), 15.6 (kh), 15.6 (ki), 15.6 (kj), 15.6 (kk), 15.6 (kl), 15.6 (km), 15.6 (kn), 15.6 (ko), 15.6 (kp), 15.6 (kq), 15.6 (kr), 15.6 (ks), 15.6 (kt), 15.6 (ku), 15.6 (kv), 15.6 (kw), 15.6 (kx), 15.6 (ky), 15.6 (kz), 15.6 (la), 15.6 (lb), 15.6 (lc), 15.6 (ld), 15.6 (le), 15.6 (lf), 15.6 (lg), 15.6 (lh), 15.6 (li), 15.6 (lj), 15.6 (lk), 15.6 (ll), 15.6 (lm), 15.6 (ln), 15.6 (lo), 15.6 (lp), 15.6 (lq), 15.6 (lr), 15.6 (ls), 15.6 (lt), 15.6 (lu), 15.6 (lv), 15.6 (lw), 15.6 (lx), 15.6 (ly), 15.6 (lz), 15.6 (ma), 15.6 (mb), 15.6 (mc), 15.6 (md), 15.6 (me), 15.6 (mf), 15.6 (mg), 15.6 (mh), 15.6 (mi), 15.6 (mj), 15.6 (mk), 15.6 (ml), 15.6 (mm), 15.6 (mn), 15.6 (mo), 15.6 (mp), 15.6 (mq), 15.6 (mr), 15.6 (ms), 15.6 (mt), 15.6 (mu), 15.6 (mv), 15.6 (mw), 15.6 (mx), 15.6 (my), 15.6 (mz), 15.6 (na), 15.6 (nb), 15.6 (nc), 15.6 (nd), 15.6 (ne), 15.6 (nf), 15.6 (ng), 15.6 (nh), 15.6 (ni), 15.6 (nj), 15.6 (nk), 15.6 (nl), 15.6 (nm), 15.6 (nn), 15.6 (no), 15.6 (np), 15.6 (nq), 15.6 (nr), 15.6 (ns), 15.6 (nt), 15.6 (nu), 15.6 (nv), 15.6 (nw), 15.6 (nx), 15.6 (ny), 15.6 (nz), 15.6 (oa), 15.6 (ob), 15.6 (oc), 15.6 (od), 15.6 (oe), 15.6 (of), 15.6 (og), 15.6 (oh), 15.6 (oi), 15.6 (oj), 15.6 (ok), 15.6 (ol), 15.6 (om), 15.6 (on), 15.6 (oo), 15.6 (op), 15.6 (oq), 15.6 (or), 15.6 (os), 15.6 (ot), 15.6 (ou), 15.6 (ov), 15.6 (ow), 15.6 (ox), 15.6 (oy), 15.6 (oz), 15.6 (pa), 15.6 (pb), 15.6 (pc), 15.6 (pd), 15.6 (pe), 15.6 (pf), 15.6 (pg), 15.6 (ph), 15.6 (pi), 15.6 (pj), 15.6 (pk), 15.6 (pl), 15.6 (pm), 15.6 (pn), 15.6 (po), 15.6 (pp), 15.6 (pq), 15.6 (pr), 15.6 (ps), 15.6 (pt), 15.6 (pu), 15.6 (pv), 15.6 (pw), 15.6 (px), 15.6 (py), 15.6 (pz), 15.6 (qa), 15.6 (qb), 15.6 (qc), 15.6 (qd), 15.6 (qe), 15.6 (qf), 15.6 (qg), 15.6 (qh), 15.6 (qi), 15.6 (qj), 15.6 (qk), 15.6 (ql), 15.6 (qm), 15.6 (qn), 15.6 (qo), 15.6 (qp), 15.6 (qq), 15.6 (qr), 15.6 (qs), 15.6 (qt), 15.6 (qu), 15.6 (qv), 15.6 (qw), 15.6 (qx), 15.6 (qy), 15.6 (qz), 15.6 (ra), 15.6 (rb), 15.6 (rc), 15.6 (rd), 15.6 (re), 15.6 (rf), 15.6 (rg), 15.6 (rh), 15.6 (ri), 15.6 (rj), 15.6 (rk), 15.6 (rl), 15.6 (rm), 15.6 (rn), 15.6 (ro), 15.6 (rp), 15.6 (rq), 15.6 (rr), 15.6 (rs), 15.6 (rt), 15.6 (ru), 15.6 (rv), 15.6 (rw), 15.6 (rx), 15.6 (ry), 15.6 (rz), 15.6 (sa), 15.6 (sb), 15.6 (sc), 15.6 (sd), 15.6 (se), 15.6 (sf), 15.6 (sg), 15.6 (sh), 15.6 (si), 15.6 (sj), 15.6 (sk), 15.6 (sl), 15.6 (sm), 15.6 (sn), 15.6 (so), 15.6 (sp), 15.6 (sq), 15.6 (sr), 15.6 (ss), 15.6 (st), 15.6 (su), 15.6 (sv), 15.6 (sw), 15.6 (sx), 15.6 (sy), 15.6 (sz), 15.6 (ta), 15.6 (tb), 15.6 (tc), 15.6 (td), 15.6 (te), 15.6 (tf), 15.6 (tg), 15.6 (th), 15.6 (ti), 15.6 (tj), 15.6 (tk), 15.6 (tl), 15.6 (tm), 15.6 (tn), 15.6 (to), 15.6 (tp), 15.6 (tq), 15.6 (tr), 15.6 (ts), 15.6 (tt), 15.6 (tu), 15.6 (tv), 15.6 (tw), 15.6 (tx), 15.6 (ty), 15.6 (tz), 15.6 (ua), 15.6 (ub), 15.6 (uc), 15.6 (ud), 15.6 (ue), 15.6 (uf), 15.6 (ug), 15.6 (uh), 15.6 (ui), 15.6 (uj), 15.6 (uk), 15.6 (ul), 15.6 (um), 15.6 (un), 15.6 (uo), 15.6 (up), 15.6 (uq), 15.6 (ur), 15.6 (us), 15.6 (ut), 15.6 (uu), 15.6 (uv), 15.6 (uw), 15.6 (ux), 15.6 (uy), 15.6 (uz), 15.6 (va), 15.6 (vb), 15.6 (vc), 15.6 (vd), 15.6 (ve), 15.6 (vf), 15.6 (vg), 15.6 (vh), 15.6 (vi), 15.6 (vj), 15.6 (vk), 15.6 (vl), 15.6 (vm), 15.6 (vn), 15.6 (vo), 15.6 (vp), 15.6 (vq), 15.6 (vr), 15.6 (vs), 15.6 (vt), 15.6 (vu), 15.6 (vv), 15.6 (vw), 15.6 (vx), 15.6 (vy), 15.6 (vz), 15.6 (wa), 15.6 (wb), 15.6 (wc), 15.6 (wd), 15.6 (we), 15.6 (wf), 15.6 (wg), 15.6 (wh), 15.6 (wi), 15.6 (wj), 15.6 (wk), 15.6 (wl), 15.6 (wm), 15.6 (wn), 15.6 (wo), 15.6 (wp), 15.6 (wq), 15.6 (wr), 15.6 (ws), 15.6 (wt), 15.6 (wu), 15.6 (wv), 15.6 (ww), 15.6 (wx), 15.6 (wy), 15.6 (wz), 15.6 (xa), 15.6 (xb), 15.6 (xc), 15.6 (xd), 15.6 (xe), 15.6 (xf), 15.6 (xg), 15.6 (xh), 15.6 (xi), 15.6 (xj), 15.6 (xk), 15.6 (xl), 15.6 (xm), 15.6 (xn), 15.6 (xo), 15.6 (xp), 15.6 (xq), 15.6 (xr), 15.6 (xs), 15.6 (xt), 15.6 (xu), 15.6 (xv), 15.6 (xw), 15.6 (xx), 15.6 (xy), 15.6 (xz), 15.6 (ya), 15.6 (yb), 15.6 (yc), 15.6 (yd), 15.6 (ye), 15.6 (yf), 15.6 (yg), 15.6 (yh), 15.6 (yi), 15.6 (yj), 15.6 (yk), 15.6 (yl), 15.6 (ym), 15.6 (yn), 15.6 (yo), 15.6 (yp), 15.6 (yq), 15.6 (yr), 15.6 (ys), 15.6 (yt), 15.6 (yu), 15.6 (yv), 15.6 (yw), 15.6 (yx), 15.6 (yy), 15.6 (yz), 15.6 (za), 15.6 (zb), 15.6 (zc), 15.6 (zd), 15.6 (ze), 15.6 (zf), 15.6 (zg), 15.6 (zh), 15.6 (zi), 15.6 (zj), 15.6 (zk), 15.6 (zl), 15.6 (zm), 15.6 (zn), 15.6 (zo), 15.6 (zp), 15.6 (zq), 15.6 (zr), 15.6 (zs), 15.6 (zt), 15.6 (zu), 15.6 (zv), 15.6 (zw), 15.6 (zx), 15.6 (zy), 15.6 (zz)

Sustainable Healthcare Certification  
**Certification Review Notification and Postponement Policies**



## Sustainable Healthcare Certification Reviewer Planning Session

### Duration

Approximately 60 minutes

### Organization Participants

Review coordinator and/or individual(s) familiar with the organization's environmental sustainability program

### Reviewer Planning

The organization must have the following information available on the first day of the review. The reviewer will examine the following:

- Organization chart
- Written strategic plan and/or meeting minutes that capture discussion of environmental sustainability as one of organization's strategic initiatives.
- Environmental sustainability operational plan

## Sustainable Healthcare Certification

### **Orientation to the Organization's Environmental Sustainability Program**

The Orientation session is an opportunity for the organization to describe their environmental sustainability program scope, structure, and decarbonization activities. The session allows the reviewer to learn about the organization's processes for communication and coordination of greenhouse gas reduction activities.

#### **Duration**

Approximately 60-minutes

#### **Organization Participants**

- Senior leader(s)/leader(s) of the organization
- Individual(s) responsible for oversight of the environmental sustainability program
- Others at the discretion of organization leaders

#### **Overview**

The reviewer will discuss and explore the following topics with participants:

- The organization's strategic planning process
- Resource allocation for decarbonization activities
- Operational plan development and implementation (SHCLD.02, EP2; SHCPI.01, EP1)
- The organization's decarbonization journey
- Key structures and processes to improve energy efficiency, decrease waste, and decreasing carbon footprint (SHCLD.01, EP2; SHCLD.02, EP1)
- Communication and coordination activities
- Decarbonization goals (SHCPI.01, EP1)

For organizations that elect the multi-HCO integrated



## Sustainable Healthcare Certification

# Measurement of Greenhouse Gases

The Measurement of Greenhouse Gases session is an opportunity for the reviewer to evaluate the organization's methods to measure greenhouse gases.

### Duration

Approximately 90-minutes

### Organization Participants

- Individual(s) responsible for oversight of the of the environmental sustainability program
- Individual(s) with knowledge and experience in measuring greenhouses gases and converting data into MTCO<sub>2e</sub>
- Others at the discretion of organization leaders

### Overview

The reviewer will discuss and review the following with participants:

- Greenhouse gas sources being measured (at least 3) (SHCME.01, EP1)
- Determination of baseline year
- Data gathering approach (centralized or decentralized) (SHCME.01, EP 1)
- Activity data collection and emissions factors (SHCME.01, EP 1)
- Application of calculation tools (SHCME.01, EP 1)
- Converting activity data into MTCO<sub>2e</sub> (SHCME.01, EP 2)

## Sustainable Healthcare Certification

### Performance Improvement

The Performance Improvement session is an opportunity for the reviewer to learn how the organization has improved its environmental footprint and assess whether greenhouse gas emissions are met in the three areas identified.

#### Duration

Approximately 60-minutes

#### Organization Participants

- Individual(s) responsible for oversight of the of the environmental sustainability program
- Individual(s) with knowledge and experience in measuring greenhouses gases and converting data into MTCO<sub>2</sub>e
- Performance improvement staff, if there is data and information sharing
- Others at the discretion of organization leaders

#### Overview

The reviewer will discuss and review the following with participants:

- Approach to performance improvement
- Data collection process (see SHCME.01)
- Data quality
- Annual assessment of data to determine actions meet goals (SHCPI.01, EP2)
- Revision of plan if goals are not achieved or maintained (SHCPI.01, EP 3)
- Reporting to leadership

## Sustainable Healthcare Certification **Summary Discussion**

This time will be utilized for a final discussion prior to the reviewer's report preparation and the exit conference. The reviewer will work with the organization's certification contact/review coordinator to organize and conduct the summary discussion.

### **Duration**

Approximately 30-minutes

### **Organization Participants**

Review coordinator and/or individual(s) familiar with

## Sustainable Healthcare Certification **Reviewer Report Preparation**

The reviewer uses this time to compile, analyze and organize the data they have collected throughout the review into a preliminary report reflecting the organization's compliance with standards.

### **Duration**

Approximately 60-minutes



# Sample Review Agenda

## Sustainable Healthcare Certification

### One Reviewer for One Day

Note: For organizations that elect the corporate centralized system review, the number of review days and activity times will be expanded based on the number of healthcare organizations to be sampled.

Time	Activity & Topics	Organization Participants
8:00 – 8:30 a.m.	<b>Opening Conference</b> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Joint Commission and Certification overview</li> <li>• Agenda review</li> </ul>	Certification review coordinator  Leader(s)  Others at the discretion of the organization
8:30 – 9:30 a.m.	<b>Reviewer Planning Session</b> <ul style="list-style-type: none"> <li>• Organizational structure (SHCLD.02, EP1)</li> <li>• Written strategic plan (SHC.LD.01, EP1)</li> <li>• Review baseline data for three emission sources (for initial review)</li> <li>• Review 24 months of data for three emissions (for recertification)</li> </ul>	Certification review coordinator (at the reviewer’s request)
9:30 – 10:30 a.m.	<b>Orientation to the Organization’s Environmental Sustainability Program</b> <ul style="list-style-type: none"> <li>• Organization’s decarbonization journey</li> <li>• Key structures and processes to improve energy efficiency, decrease waste, and decreasing carbon footprint (SHCLD.01, EP2; SHCLD.02, EP1)</li> <li>• Coordination activities</li> </ul>	

