

NEW: Telehealth Accreditation Program Launching in July

On July 1, 2024, The Joint Commission will begin accepting applications for its newly developed **Telehealth Accreditation Program**. This program was developed for health care organizations that exclusively provide care, treatment, and services via telehealth. Hospitals and other health care organizations that have written agreements to provide care, treatment, and services via telehealth to another organization's patients have the option to apply for the new accreditation.



As the use of telehealth has rapidly expanded into new health care settings and specialties, The Joint Commission identified the need to create a new accreditation program to address the structures and processes necessary to provide safe, high-quality care, treatment, and services using a telehealth platform. The consensus-based requirements were developed with input from a technical advisory panel of telehealth experts and current customers, as well as feedback from internal and external stakeholders.

Many telehealth standards align with the current requirements in other Joint Commission-accredited programs (for example, credentialing and privileging, information management, leadership structure and governance, and documentation in the record of care, treatment, and services). However, the telehealth program also includes several new requirements that address quality and safety concerns specific to the care, treatment, and services provided via telehealth, such as the following:

- New requirements related to equipment, devices, and connectivity
- Streamlined emergency management requirements specific to telehealth organizations
- Expanded requirements for the written agreement or policy for telehealth organizations that provide care, treatment, or services to another organization's patients or individuals served
- New standards for telehealth provider education and patient education about the use of the telehealth platform and devices

Although most telehealth standards apply to all accredited organizations or organizations seeking telehealth accreditation, there are a subset of requirements that apply to organizations based on the telehealth modality used and the service provided.

The new telehealth program replaces the telehealth and technology-based accreditation requirements in the Ambulatory Care and Behavioral Health Care and Human Services Accreditation Programs for organizations that meet the eligibility criteria. Current customers within these programs will receive additional information about the transition process to the new program. The following are the eligibility criteria for the new program, which will be available in "The Accreditation Process" (ACC) chapter in the *Comprehensive Accreditation Manual for Telehealth (CAMTEL)* on E-dition®:

- The organization is in the United States or its territories or, if outside the United States, is owned or operated by the US government or under a charter of the US Congress.

- The organization has a facility or license or registration to conduct its scope of services, if required by law.
- The organization is one of the following:
 - A freestanding organization that only provides care, treatment, or services via telehealth
 - An organization that provides care, treatment, or services via telehealth to another organization's patients (for example, under a written contractual agreement)
- The organization meets parameters for the minimum number of patients or volume of services required for organizations seeking Joint Commission accreditation for the first time or reaccreditation; that is, 10 patients served, with at least 2 active at the time of survey.
- Organizations providing telebehavioral health care services meet the parameters for the minimum number of individuals served or volume of services required for organizations seeking Joint Commission accreditation for the first time or reaccreditation; that is, 3 individuals served, with at least 2 active at the time of survey.

The requirements for the new program can be requested from the [Prepublication Standards](#) page of The Joint Commission's website via the [Standards Online Submission Form](#) and publish online in the spring 2024 E-dition release of *CAMTEL*.

For information on obtaining telehealth accreditation, please contact [Business Development](#). 