

SODEXO & JOINT COMMISSION INTERNATIONAL (JCI)

Accreditation for Healthcare Facilities



Organization Accredited
by Joint Commission International

In today's very competitive healthcare market, and with patients being increasingly savvy when it comes to social media and internet research, the need to differentiate a leading hospital sometimes boils down to 'accreditation'. This means hiring an organization to do a full review of the safety and quality policies and procedures and measuring them against a set of stringent 'measurable elements'.

The most frequently used organization that performs accreditation surveys hails from the USA, and is Joint Commission International or more often known as simply JCI. To be awarded the prestigious 'Gold Seal' means that the hospital or medical center has passed all parts of the survey, and from mid-2017 with the launch of the JCI 6th Edition, facilities have to score 98% to be allowed to display the Gold Seal and call itself a JCI Accredited health facility.

Accreditation and Sodexo

Being a truly global company operating in many healthcare sites around the world, Sodexo has been involved in many JCI surveys. Sodexo may not be as visible as Doctors and Nurses in a hospital, but during a JCI survey our services are rigorously scrutinized by different surveyors due to the safety aspects of what we do. Our services may include hard technical services, working with electrical systems including generators, HVAC and Fire Suppression systems as well as Clinical Technology Management (Biomed) and Inpatient and Staff dining.

Our training programs are globally sanctioned with standardized policies and procedures that allow our staff to work safely and to provide safe environments for staff and patients alike, which is what JCI wants to see. We are not complacent when it comes to JCI surveys, but we are confident that we have all the physical requirements to successfully pass the survey. However, during the run up to every survey we do step up our preparations to ensure that each and every member of staff can face a surveyor and answer any question about their role that they may be asked.



Sodexo is confident in the services that we deliver to our healthcare clients, so much so that we offer to repay for the accreditation survey if one of our services was the cause of a facility failing the survey.

Sodexo Philippines and JCI

As of writing, Sodexo has successfully been involved in two accreditations at The Medical City Ortigas in 2015, and most recently in November 2017 at Makati Medical Center which was the first facility in the Philippines to be accredited by JCI to the latest 6th Edition. In 2018, we are already preparing for the re-accreditation at The Medical City Ortigas and for the first accreditation for The Medical City Clark in 2019.