

March 9, 2020

Dear Customers,

As you may be aware, the Centers for Medicare & Medicaid Services (CMS) has recently published some guidance to State Survey Agencies and Accrediting Organizations regarding the current outbreak of COVID-19. The Joint Commission leadership and CMS have reached agreement on how to conduct surveys during the outbreak of COVID-19.

Currently, we are still conducting surveys in most places and will continue to do so until it is no longer safe for our employees. A key factor in this determination is the degree of community spread. Please note:

- We have cancelled surveys in Seattle, WA indefinitely, because of the evidence of sustained community spread of the COVID-19 virus.
- We will continue to survey in areas where there is no evidence of sustained community spread.
- In those areas in which a state of