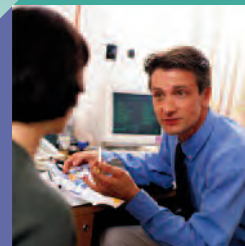
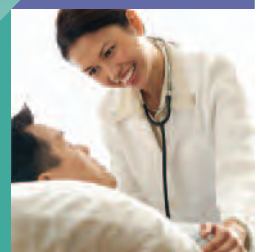


Joint Commission Center for Transforming Healthcare

Creating Solutions for High Reliability Health Care

 Joint Commission Center
for Transforming Healthcare

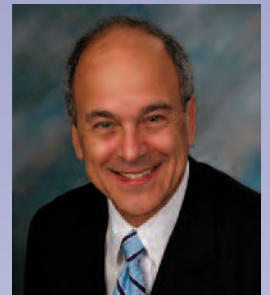


Creating Solutions for High Reliability Health Care

The future of health care is being shaped by the Joint Commission Center for Transforming Healthcare, which aims to solve health care's most critical safety and quality problems.

These problems are routinely highlighted by the media: a patient who got a dangerous infection after a routine procedure; a grandmother who had the wrong leg operated on; or a baby who received a medication intended for an adult. Consumers and other stakeholders are voicing their frustration with the current state of health care and are growing increasingly impatient. Likewise, hospitals and other health care organizations are desperately seeking specific guidance on how to solve these devastating problems. They want highly effective, durable solutions that are ready to implement. They want to deliver high quality health care and they want to deliver that type of care for every patient.

The Joint Commission Center for Transforming Healthcare is working to help accredited health care organizations meet the ultimate goal of providing quality health care consistently.



Demanding that health care workers try harder is not the answer. The health care organizations participating with the Center have the courage to step forward to tackle the problem of hand washing by digging deep to find out where the breakdowns take place so we can create targeted solutions that will work now and keep working in the future.

**Mark R. Chassin,
M.D., M.P.P., M.P.H.
The Joint Commission**

Proven effective solutions

Today, the Center for Transforming Healthcare is developing solutions through the application of the same Robust Process Improvement™ (RPI) methods and tools that other industries have long relied on to improve quality, safety and efficiency. The Center's participants – which include some of the nation's leading hospitals and health systems – have a great deal of experience using RPI methods and tools, such as Lean Six Sigma, in the health care environment. In the future, other types of health care organizations will be included as RPI expertise spreads.

Using these methods and tools, the Center identifies the most pressing safety problems, measures their impact, discovers their causes, develops specific solutions that are targeted to each important cause, and thoroughly tests the solutions in real-life situations. Because Lean Six Sigma projects are driven by highly reliable measurements, they provide an ideal source of data on the ultimate impact of the solutions.

The Center's first initiative is tracking hand washing failures that contribute to health care-associated infections that kill nearly 100,000 Americans each year. The other initiatives are on hand-off communications, wrong site surgery and surgical site infections.



I think one of the most exciting things about the hand hygiene initiative is that it brings together a group of institutions that have been struggling on their own to solve this problem. It's been incredibly enlightening to hear how others have attacked the problem.

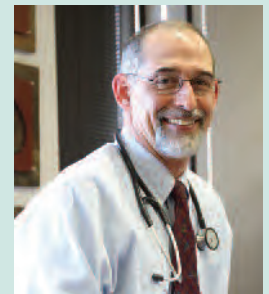
Lisa Maragakis, M.D., M.P.H.
**The Johns Hopkins
Hospital and
Health System**

Transforming to high reliability

What makes the Center for Transforming Healthcare unique is the Center's systematic approach to solving health care problems along with The Joint Commission's ability to reach and guide the more than 18,000 health care organizations it accredits and certifies. By testing, validating the results, and communicating the most effective solutions, the Center for Transforming Healthcare will provide health care organizations with valuable knowledge, tested tools and better strategies to deliver safe, quality care all the time to every patient.

In keeping with its objective to transform health care into a high reliability industry, The Joint Commission Connect extranet now provides all Joint Commission accredited organizations with access to a new application called the **Targeted Solutions Tool™ (TST)**. Developed by the Center for Transforming Healthcare, the TST is a unique online application that helps Joint Commission accredited organizations solve some of the most persistent health care quality and safety problems.

Through a step-by-step process, the TST guides organizations in accurately measuring their actual performance, identifying their barriers to excellent performance, and then directing them to proven solutions that are customized to address their particular barriers. While the TST initially contains information on hand hygiene compliance, it will be expanded in the future to include contributing factors, root causes and solutions to other Center projects, such as increasing the effectiveness of hand-off communications, reducing the risk of wrong site surgery, and addressing surgical site infections.



When you analyze the situations in which harm occurs to patients, very often it is the quality of communication that determines the safety or lack of safety that can lead to patient harm. When we can improve the communication between caregivers during a transfer, we can prevent patient harm.

Douglas Smith, M.D.
Intermountain Healthcare

Project teams

Hand Hygiene

Cedars-Sinai Health System, California
Exempla Healthcare, Colorado
Froedtert Hospital, Wisconsin
Memorial Hermann Healthcare System, Texas
The Johns Hopkins Hospital and Health System, Maryland
Trinity Health, Michigan
Virtua, New Jersey
Wake Forest University Baptist Medical Center, North Carolina

Hand-off Communications

Exempla Healthcare, Colorado
Fairview Health Services, Minnesota
Intermountain Healthcare, Utah
Kaiser Permanente, California and Oregon
Mayo Clinic, Minnesota
New York-Presbyterian Hospital, New York
North Shore-Long Island Jewish Health System, New York
Partners HealthCare System, Massachusetts
Stanford Hospital & Clinics, California
The Johns Hopkins Hospital and Health System, Maryland

Wrong Site Surgery Project

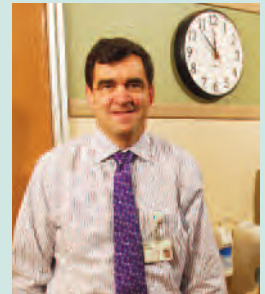
Newport Hospital, Rhode Island
Rhode Island Hospital, Rhode Island
The Miriam Hospital, Rhode Island
These hospitals are part of the Lifespan health system

Surgical Site Infections

Cedars-Sinai Health System, California
Cleveland Clinic, Ohio
Mayo Clinic, Minnesota
North Shore-Long Island Jewish Health System, New York
Northwestern Memorial Hospital, Illinois
OSF Saint Francis Medical Center, Illinois
Stanford Hospital & Clinics, California
In collaboration with the American College of Surgeons

Preventable Hospitalization

Cedars-Sinai Health System, California
Cleveland Clinic, Ohio
Froedtert Hospital, Wisconsin
The Johns Hopkins Hospital and Health System, Maryland
Northwestern Memorial Hospital, Illinois
North Shore-Long Island Jewish Health System, New York
Virtua, New Jersey
In collaboration with the American College of Physicians



I think hand hygiene was chosen as the initial project for the Center for Transforming Healthcare because it is a universal issue for all health care delivery. No matter if it is an ambulatory care site, an inpatient surgical clinic, a large medical-surgical unit, or intensive care unit. Hand hygiene needs to be happening in every episode of health care delivery.

Russ Olmsted, M.P.H., CIC
Trinity Health



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