

Joint Commission Center for Transforming Healthcare



**Creating
Solutions for
High Reliability
Health Care**



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.



The Center's work focuses on creating new and more effective ways to address the safety and quality problems that all health care organizations are struggling with every day. The Center brings to bear the most up to date process improvement methods and provides our accredited organizations with new tools to help them make major and durable improvements in clinical care.

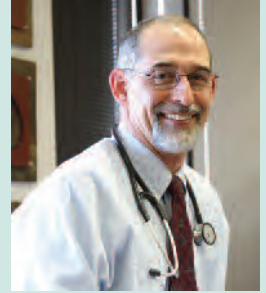
**Mark R. Chassin, M.D.,
FACP, M.P.P., M.P.H.
The Joint Commission**

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 concepts and tools, such as Lean Six Sigma and change management, 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, surgical site infections, preventing avoidable heart failure hospitalizations, safety culture, and preventing falls with injury.



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



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 19,000 health care organizations it accredits and certifies. By testing, validating the results, and communicating the most effective solutions, the Center for Transforming Healthcare provides health care organizations with valuable knowledge, tested tools and better strategies to deliver safe, quality care.

In keeping with its objective to transform health care into a high reliability industry, The Joint Commission Connect extranet provides all Joint Commission accredited organizations with access to a unique online application called the Targeted Solutions Tool™ (TST). Developed by the Center for Transforming Healthcare, the TST 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 and reducing the risk of wrong site surgery, it will be expanded in the future to include solutions to other Center projects.



We strongly recommend the Targeted Solutions Tool™. From the training materials to the step-by-step approach, to the collection tool to the analysis provided online, this tool is straightforward in nature and thorough in execution.

**Mary Ann Barnes
Kaiser Foundation
Health Plan and
Hospitals**



Project teams

	Hand Hygiene	Hand-off Communications	Wrong Site Surgery	Surgical Site Infections*	Heart Failure Hospitalizations**	Safety Culture	Falls
AnMed Health, South Carolina			✓				
Barnes-Jewish Hospital, Missouri						✓	✓
Baylor Medical Center, Texas							✓
Cedars-Sinai Health System, California	✓			✓	✓		
Center for Health Ambulatory Surgery Center, Illinois			✓				
Cleveland Clinic, Ohio				✓	✓		
Exempla Healthcare, Colorado	✓	✓					
Fairview Health Services, Minnesota		✓					✓
Froedtert Hospital, Wisconsin	✓				✓	✓	
Holy Spirit Hospital, Pennsylvania			✓				
Intermountain Healthcare, Utah		✓					
Kaiser Permanente, California and Oregon		✓				✓	✓
La Veta Surgical Center, California			✓				
Lifespan-Rhode Island Hospital, Rhode Island			✓				
Mayo Clinic, Minnesota		✓		✓			
Memorial Hermann Healthcare System, Texas	✓						✓
New York-Presbyterian Hospital, New York		✓				✓	
North Shore-Long Island Jewish Health System, New York		✓		✓	✓		
Northwestern Memorial Hospital, Illinois				✓	✓		
OSF Saint Francis Medical Center, Illinois				✓		✓	
Partners HealthCare System, Massachusetts		✓					
Seven Hills Surgery Center, Nevada			✓				
Stanford Hospital & Clinics, California		✓		✓			
The Johns Hopkins Hospital and Health System, Maryland	✓	✓			✓		
The Mount Sinai Medical Center, New York			✓				
Thomas Jefferson University Hospitals, Pennsylvania			✓				
Trinity Health, Michigan	✓						
VA Palo Alto Health Care System, California						✓	
Virtua, New Jersey	✓				✓		
Wake Forest Baptist Health, North Carolina	✓					✓	✓
Wentworth-Douglass Hospital, New Hampshire							✓

*Surgical Site Infections project is in collaboration with the American College of Surgeons

**Heart Failure Hospitalizations project is in collaboration with the American College of Physicians

The Joint Commission Center for Transforming Healthcare is a 501(c)3 not-for-profit affiliate of The Joint Commission. The Center is grateful for the generous leadership and support of the American Hospital Association, BD, Blue Cross and Blue Shield Association, Cardinal Health, Ecolab, GE Healthcare, GlaxoSmithKline (GSK), Johnson & Johnson, and Medline Industries, as well as the support of the ARAMARK Charitable Fund, the Federation of American Hospitals, and GOJO Industries, Inc.

