



Facts about the Joint Commission Center for Transforming Healthcare

Established in 2009, the Joint Commission Center for Transforming Healthcare aims to solve health care's most critical safety and quality problems. The Center's participants – some of the nation's leading hospitals and health systems – use a systematic approach to analyze specific breakdowns in care and discover their underlying causes to develop targeted solutions that solve these complex problems. In keeping with its objective to transform health care into a high reliability industry, The Joint Commission shares these proven effective solutions with the more than 19,000 health care organizations it accredits and certifies. Hospitals have made significant advances in quality – even better results are now achievable. Hospitals and The Joint Commission are working together to improve systems and processes of care.

Historically, The Joint Commission has led the way nationally and internationally to identify the highest priority health care quality and safety problems and to address them. With National Patient Safety Goals, core measures, and state-of-the-art accreditation standards, hospitals and other health care organizations know where they should be focusing their efforts to gain the greatest improvements in safety and quality. Many already devote sizable resources to this end. Yet, major shortfalls in quality and safety persist. The Joint Commission Center for Transforming Healthcare addresses critical safety and quality problems, such as hand hygiene, wrong site surgery, and hand-off communications. Although there is considerable agreement on the importance of these problems and on some strategies to address them, there is an even stronger demand for specific guidance on how to solve them. Health care organizations want highly effective, durable solutions that are ready to implement. The Center for Transforming Healthcare presents a new approach to achieve the magnitude and breadth of improvement that is sought by The Joint Commission, by health care organizations, by patients and their families, by physicians and other clinicians, and by other public and private stakeholders.

[The Targeted Solutions Tool™](#)

Joint Commission accredited health care organizations have access to an innovative application that simplifies the process for solving some of the most persistent health care quality and safety problems that exist within our health care system. Introduced in September 2010, the Targeted Solutions Tool™ (TST) was developed by the Joint Commission Center for Transforming Healthcare to greatly enhance the efforts that Joint Commission accredited organizations are already making to tackle these difficult and pressing problems. The TST is an application that guides health care organizations through a step-by-step process to accurately measure their organization's actual performance, identify their barriers to excellent performance, and direct them to proven solutions that are customized to address their particular barriers. The TST currently provides targeted solutions for hand hygiene and wrong site surgery. Targeted solutions for hand-off communications, surgical site infections, heart failure hospitalizations, safety culture, falls, and others will be incorporated into the TST as the Center completes these projects.

Proven effective solutions

The Center is developing solutions through the application of the same Robust Process Improvement™ (RPI) tools and concepts that other industries have long relied on to improve quality, safety and efficiency. The leading hospitals and health systems in the Center's network have a great deal of experience using RPI concepts and tools, such as Lean Six Sigma, in the health care environment. Currently, the lack of convincing data is a key weakness in the effort to improve safety and quality. Because Lean Six Sigma projects are driven by reliable measurements, they provide an ideal source of data on the ultimate impact of the solutions that emanate from them.

Center support

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.

Leadership Advisory Council

Progress of the Center is guided by a Leadership Advisory Council, which was formed in July 2010. The Council comprises leaders from among the Center's major sponsors and CEOs representing the participating hospitals. The CEOs serve on a rotating basis to allow new membership each year. The Council is chaired by Mark Chassin, M.D., F.A.C.P., M.P.P., M.P.H., president of The Joint Commission, and the members are: Jack Bailey (GlaxoSmithKline), Paul Chaffin (Ecolab), Michael J. Dowling (North Shore-Long Island Jewish Health System), Allan M. Korn, M.D. (Blue Cross and Blue Shield Association), Donny C. Lambeth (Wake Forest University Baptist Medical Center), Alberto Mas (BD), Andy J. Mills (Medline Industries), William D. Petasnick (Froedtert Hospital), Ronald R. Peterson (The Johns Hopkins Hospital and Health System), Thomas M. Priselac (Cedars-Sinai Health System), Gary Pruden (Johnson & Johnson), Mark Rosenbaum (Cardinal Health), William C. Rupp, M.D. (Mayo Clinic), Michael J. Swinford (GE Healthcare), and Richard Umbdenstock (American Hospital Association).

Project teams

	Hand Hygiene	Hand-off Communications	Wrong Site Surgery	Surgical Site Infections*	Heart Failure Hospitalizations**	Safety Culture	Falls
Project teams							
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

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

For information on the Center or to make a donation to the Center, contact Terri Tye, ttye@jointcommission.org or (630) 792-5626. More information about the Center is available at www.centerfortransforminghealthcare.org.