



## Facts about 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.

### Why organizations should use the TST for Hand Hygiene

The TST provides the foundation and framework of an improvement method that, if implemented well, will improve an organization's hand hygiene compliance and contribute substantially to its efforts to reduce the frequency of health care-associated infections. Together, the leading hospitals that developed the hand hygiene solutions have achieved and continue to show major and sustained gains in hand hygiene. At the start of the project in April 2009, they were surprised to learn that their rate of hand hygiene compliance averaged 48 percent. By June 2010 they had reached an average rate of 82 percent that had been sustained for eight months. Many other hospitals across the country – small, medium and large – collaborated with the Center to test the work of the original eight hospitals and provide guidance on the development of the TST. These hospitals experienced the same gains as the original eight. Since its launch on September 13, 2010, the TST has collected nearly 400,000 hand hygiene observations. The TST data collected demonstrate that health care organizations are significantly improving their hand hygiene compliance rates throughout the U.S. On average, organizations have improved 46 percent over their baseline measurements and are sustaining those results. In addition, some organizations have linked use of the TST to a reduction in health care-associated infections.

### Why organizations should use the TST for Wrong Site Surgery

Launched in February 2012, the TST for Wrong Site Surgery was created to help organizations identify, measure and reduce risks in key processes that can contribute to a wrong site surgery. These risks can be evaluated across the organization's surgical system, including scheduling, pre-operative and operating room areas. Since the occurrence of wrong site surgery is rare, with most organizations going years without an occurrence, it could take a long time to monitor the incidence of wrong site surgery for a project. However, it is possible to monitor surgical cases for weaknesses that might result in a wrong site surgery, and that is exactly what the TST for Wrong Site Surgery does. Over the course of the project, the original participating organizations were able to reduce the number of cases with risks by 46 percent in the scheduling area, by 63 percent in pre-op, and by 51 percent in the OR. Many other hospitals and ambulatory surgery centers across the country collaborated with the Center to test the work of the original organizations that participated in the project and provide guidance on the development of the TST for Wrong Site Surgery. These organizations experienced the same gains as the original participating organizations.

### How targeted solutions are identified

The original participating organizations used systematic process improvement methods – called Robust Process Improvement™ (RPI) – to identify the targeted solutions. RPI is a fact-based, systematic, and data-driven problem-solving methodology. It incorporates tools and concepts from Lean Six Sigma and change management methodologies. Using RPI, the project teams measure the magnitude of the

problem (or, in the case of wrong site surgery, specific problems that increase the risk of this event), pinpoint the contributing causes, develop specific solutions that are targeted to each cause, and thoroughly test the solutions in real life situations.

### **Who can use the TST**

The same process improvement processes used by the participating organizations are made available to all organizations in a simplified form via the TST. Organizations do not need statistical data analysis capabilities or any specialized performance improvement expertise to use the TST. It is designed to be clearly understood and used by an organization's current staff so that no special training is required. The TST is accessible via accredited organizations' Joint Commission Connect™ extranet – at no additional cost. Data entered into the TST are confidential; they will not be shared with The Joint Commission. The TST is not tied to accreditation; it is voluntary.

### **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. The Center for Transforming Healthcare is a 501(c)3 not-for-profit affiliate of The Joint Commission. For more about the Center, visit [www.centerfortransforminghealthcare.org](http://www.centerfortransforminghealthcare.org).

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