



TARGETED SOLUTIONS TOOL®



Joint Commission Center for Transforming Healthcare Targeted Solutions Tools®

- Hand Hygiene
- Hand-off Communications
- Safe Surgery
- Preventing Falls



Creating Solutions for High Reliability Health Care
centerfortransforminghealthcare.org



TST®: A unique online application

Developed by the Joint Commission Center for Transforming Healthcare, the Targeted Solutions Tool® (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 each organization's particular barriers.

The TSTs® ...

- are confidential, separate from accreditation
- Allow organizations to work at their own pace
- Are accessible via centerfortransforminghealthcare.org

Targeted solutions: How they are identified

The Center for Transforming Healthcare develops 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. 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. The Center participants – which include some of the nation’s leading hospitals and health systems – have a great deal of experience using RPI® concepts and tools.

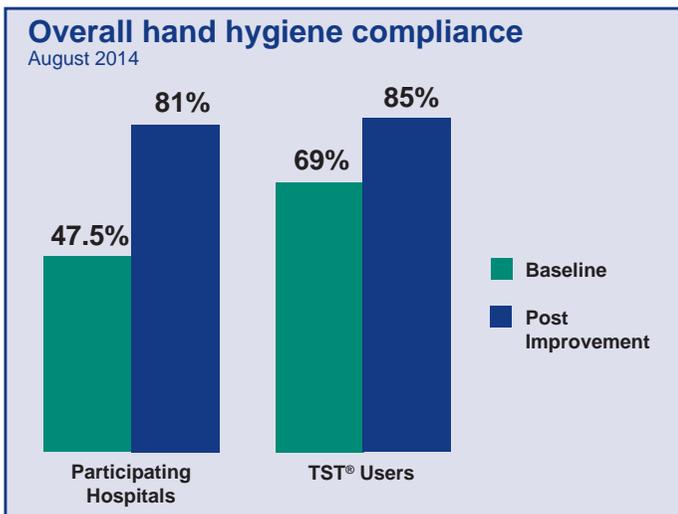
TST®: How it works

- Staff at a Joint Commission-accredited organization can request access using the “Request Access” button on the TST® Web page: <http://www.centerfortransforminghealthcare.org/tst.aspx>.
- Staff select a project and assemble a project team.
- Following the step-by-step data collection processes outlined in the TST®, staff observe and record current performance in the TST®.
- The TST® automatically generates charts and graphs to track performance and identify problem areas.
- After a short baseline data collection period, the project team begins to implement solutions that are customized to their specific barriers to excellent performance.
- Ongoing performance data is collected and entered into the TST®. The TST® creates new charts and graphs which can be shared with staff so they can see their improved performance.
- Continuous improvement is measured and tracked through the TST®.

An instructive video about using the TST® is available on the Center website at <http://www.centerfortransforminghealthcare.org/tst.aspx>.

TST[®]: Hand hygiene

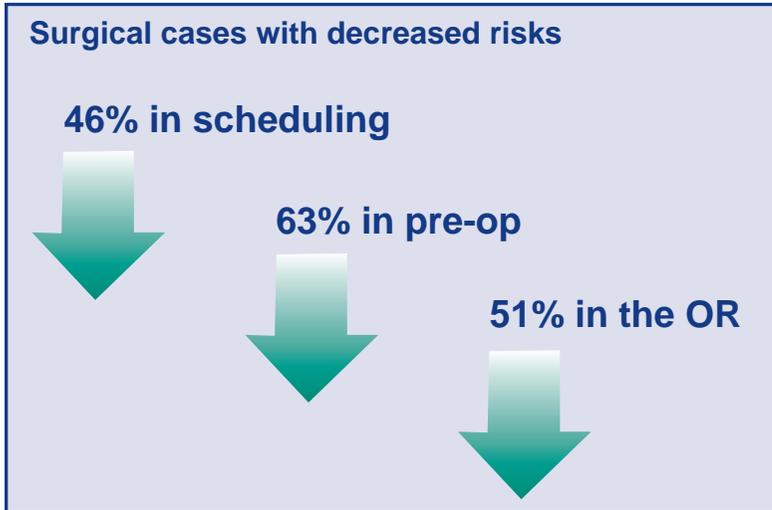
The first set of targeted solutions was created by eight of the country's leading hospitals and health care systems, which worked closely with the Center's team to tackle hand hygiene using systematic process improvement methods to identify the targeted solutions. These hospitals and health care systems have achieved and continue to show major and sustained gains in hand hygiene compliance. At the start of the project in April 2009, they were surprised to learn that their rate of hand hygiene compliance averaged 47.5 percent. By June 2010 they had reached an average rate of 81 percent that had been sustained for 11 months.



Many other hospitals across the country – small, medium and large – collaborated with the Center to test the work of the original hospitals and provide guidance on the development of the TST[®] for Hand Hygiene. These hospitals experienced the same gains as the first eight. Since its launch on September 13, 2010, the TST[®] has collected over 1 million 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 23 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.

TST[®]: Safe surgery

Launched in February 2012, the TST[®] for Safe Surgery was created to help organizations identify, measure and reduce risks in key processes that can contribute to a wrong site surgery.

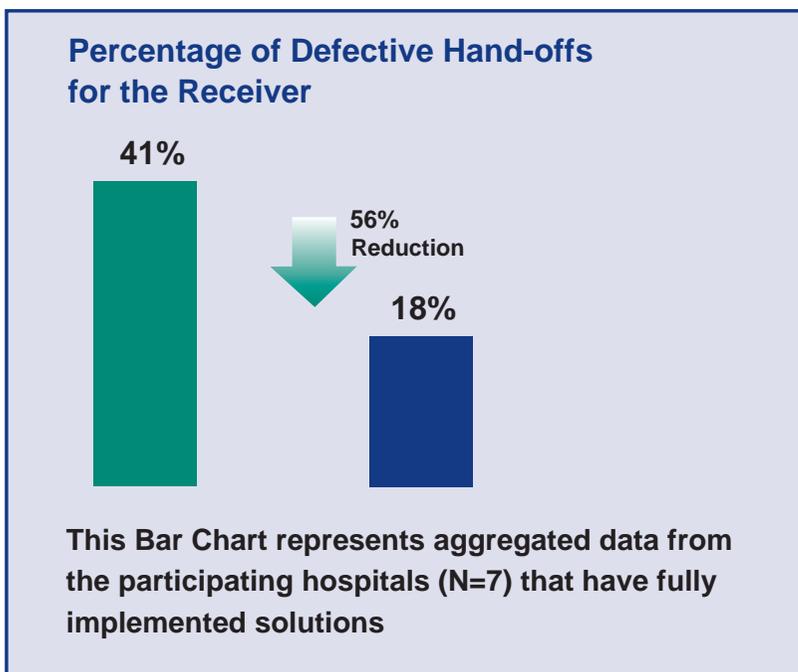


These risks can be evaluated across the organization's surgical system, including scheduling, pre-operative and operating room areas. Since the occurrence of wrong site surgery is rare, with most organizations going years without an occurrence, it could take a long time to monitor the incidence of wrong 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 Safe Surgery does.

Since the project's launch in July 2009, 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 operating room. 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 provided guidance on the development of the TST[®] for Safe Surgery. These organizations experienced the same gains as the original participating organizations.

TST®: Hand-off communications

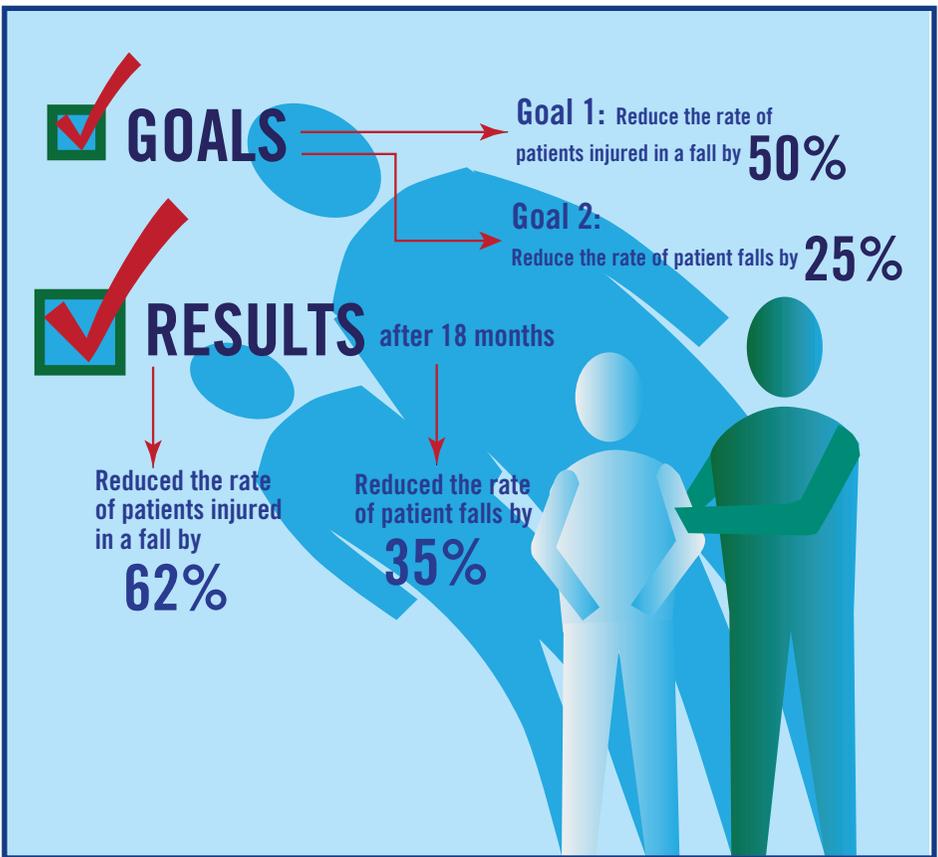
The TST® for Hand-off Communications launched in June 2012. It is the result of a project started in August 2009 by 10 of the Center's collaborating hospitals and health systems which, together with the Center, examined their hand-off communications problems, identified their specific causes for failures and barriers to improvement, and then identified, implemented and validated solutions that improved their performance. In order to share this learning and make it widely available to all health care organizations, the Center developed the TST® for Hand-off Communications. Health care organizations that field tested the tool experienced the same success as that of the original 10 leading hospitals and health systems.



Using the solutions from the Center's Hand-off Communications project, health care organizations reported an increase in patient and family satisfaction; staff satisfaction; and successful transfers of patients. One health care organization reduced readmissions by 50 percent; another health care organization reduced the time it takes to move a patient from the emergency department to an inpatient unit by 33 percent. Health care organizations were able to complete their Hand-off Communications Project in approximately four months, using minimal resources. In fact, no staff were added and only minor changes were made to the roles and responsibilities of existing staff.

Preventing Falls TST®

The Preventing Falls TST® launched in August 2015 to highlight the work of the Center's seventh project. Using new measurement systems and solutions from the Center, the project team was able to reduce the rate of patient falls by 35 percent and the rate of patients injured in a fall by 62 percent. If the approach is translated to a typical 200-bed hospital, the number of patients injured in a fall could be reduced from 117 to 45 and avoid approximately \$1 million annually through falls prevention efforts. Similarly, a 400-bed hospital could reduce falls with injury by 133 and expect to avoid approximately \$1.9 million annually. The hospitals that worked on this project ranged from a 178-bed community hospital to a 1,700-bed academic medical center.





The Joint Commission Center for Transforming Healthcare

Created in 2008, the Joint Commission Center for Transforming Healthcare aims to solve health care's most critical safety and quality 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 20,500 healthcare organizations it accredits and certifies.

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 support of:

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For more information

Call Joint Commission Customer Service at (630) 792-5800 or send an e-mail to tst_support@cth.org.

www.centerfortransforminghealthcare.org