

High Reliability Solutions & Training



Training engagements and online applications
from the industry's leading quality experts

Who We Are

Created in 2008, the Joint Commission Center for Transforming Healthcare creates solutions to promote high reliability within health care.

We help providers solve health care's most critical safety and quality problems through a comprehensive portfolio of tools and services developed by the nation's most trusted quality experts. Together, we have made significant advances in quality and safety – and our ability to help health care providers achieve better, more long lasting results helps lead the way towards zero harm.

What We Do

At the Center, our focus is on helping health care organizations transform. The Center partners with health care organizations throughout the nation and employs Robust Process Improvement® (RPI®), including Lean Six Sigma and formal change management, to provide a systematic approach in which to:

- analyze specific breakdowns in care
- discover their underlying causes
- implement targeted solutions to solve these complex problems

How We're Different

We partner with leading health care organizations to help them build their own systems and structures that support transformation to high reliability, from helping clinicians and health care workers by improving processes that result in better outcomes to training, teaching and mentoring leaders and employees as they create strong and vibrant safety and improvement cultures. Organizations who have worked with the Center have seen a sustainable decrease in harm events, stronger financial viability, more robust processes and engaged and empowered employees.

We also understand the journey to high reliability involves commitment and ownership throughout an organization—from executive leadership to service line leaders and front line staff—that often unfolds over time. That's why our tools and solutions are diverse, addressing a variety of challenges depending where you may be in your quality journey today, and where you hope to go.

“We aim to become a high-reliability health care system where no patients are harmed by making Robust Process Improvement® (RPI®) and Lean Six Sigma part of our culture and how every employee works.”

William Choctaw, M.D., Chief Transformation Officer
Citrus Valley Health Partners (CVHP)

A nonprofit comprehensive health care system based in Los Angeles County, California that worked on multiple projects with the Center.

Project

Improve patient safety by reducing the incidence of surgical site infections (SSIs)

Results

Decrease of 12 SSIs in 2014 (55 percent reduction) and an additional decrease of 4 SSIs in 2015

Our Portfolio of Tools

TRAINING ENGAGEMENTS

Partnership Engagements for High Reliability

Work with our team of experts to build and strengthen the high reliability domains of leadership and performance improvement. This program includes a facilitated high reliability self-assessment, Oro™ 2.0; intensive training in Robust Process Improvement® (RPI®); and implementation of system-wide programs that focus on zero harm, patient and employee safety, quality, and the patient experience.

Core Components:

- Steps to Building a Sustainable Program
- Leadership Commitment and Action Training
- RPI® Training in Lean Six Sigma and Facilitating Change™
- Oro™ 2.0 High Reliability Organizational Assessment
- RPI Certification for Green Belts, Black Belts, Change Leaders and Master Change Leaders
- RPI Program Development and Sustainment
- Coaching and Mentoring

RPI® Training for Green Belts or Change Leaders

A comprehensive program that includes training in Lean Six Sigma and change management methods and tools. Partner with the Center to develop a self-sustaining Green Belt or Change Leader program, and design training for selected Black Belts in Lean Six Sigma and Facilitating Change™ or for selected Master Change Leaders in Facilitating Change™ and Advanced Meeting Facilitation.

Core Components:

- Leadership Training
- RPI® Program Design for Sustainability
- Train Initial Sets of Local Experts
- Train the Trainers
- Training Projects
- RPI® Certification
- Coaching and Mentoring

Leadership Change Management Training

This engagement includes Leaders Facilitating Change™ training and Meeting Facilitation training. Participants will learn how Facilitating Change™ complements process improvement methods, and develop meeting planning and facilitation skills that will result in highly effective and productive meetings.

Core Components:

- Plan Your Project
- Inspire People
- Launch the Initiative
- Support the Change
- Meeting Preparation Skills
- Meeting Facilitation Techniques and Strategies
- Follow through Best Practices

Oro™ 2.0 High Reliability Organizational Assessment Facilitation

The Oro™ 2.0 High Reliability Organizational Assessment helps senior leaders in a hospital to self-assess their stage of maturity in 14 areas of performance that are critical for advancing from low-to-high reliability and the goal of zero preventable harm. Oro™ 2.0 is a discovery process that generates a series of comprehensive reports which focus on organizational strengths, growth opportunities and target areas. The continued use of Oro™ 2.0 allows an organization to track progress over time on the journey to highly reliable health care.

Core Components:

- Consensus Meeting Preparation and Facilitation
- Interviews with Organizational Leadership
- Results Analysis and Summary Presentation to Senior Leadership Team
- Guided Development of Action Plan with Senior Leadership

ONLINE APPLICATIONS



Targeted Solutions Tool® (TST®): A unique online application

Targeted Solutions Tools help an organization use data to validate root causes of failures and match those to evidence-based solutions to achieve dramatic & sustained improvements in performance. These web-based tools, built with Robust Process Improvement® (RPI®) methodology, guide users step-by-step through improvement projects without requiring any formal training. Widespread use of RPI® is a powerful improvement mechanism that facilitates the drive to zero harm and high reliability health care.

Focus Areas:

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

TRAINING WORKSHOP

Annual Leaders Facilitating Change™ Educational Workshop

In this two-day workshop, open to any health care organization, you will learn how incorporating formal change management processes can provide your leadership team with important tools needed to achieve strategic and operational goals, and tackle complex, multifactorial issues in today's changing health care environment. Held at Joint Commission headquarters every fall. \$995 registration fee.



The Oro™ 2.0 High Reliability Assessment and Resource Library is a web-based tool that helps you identify where your organization falls on the spectrum of high reliability. It provides an opportunity for leadership to engage in structured discussions around high reliability topics, such as leadership commitment to zero harm, the strength of your safety culture and your organization's capacity for performance improvement.

Talk to us today to learn how we can help you on your journey to highly reliable care. Call us at 630.792.5471 or contact our Business Development Director at dgrazman@jointcommission.org.

The Center is a not-for-profit affiliate of The Joint Commission created to help solve health care's most critical safety and quality problems. In keeping with its mission to transform health care into a high reliability industry, The Joint Commission shares the Center's proven solutions with health care organizations worldwide. The use of any Joint Commission Center for Transforming Healthcare product or service has no bearing whatsoever on any Joint Commission accreditation or certification award, nor does it influence the granting of such awards.