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The Joint Commission updates its mission, creates vision statement

At its August 7 meeting, The Joint Commission's Board of Commissioners approved an updated mission statement that more accurately reflects the business, purpose and values of The Joint Commission. The new mission emphasizes the twin aims of thorough evaluation against Joint Commission standards and effective motivation of organizations to use the results of that evaluation to drive improvement. The new mission statement of The Joint Commission is: *To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.*

The Board of Commissioners also approved a new vision statement for the Joint Commission enterprise: *All people always experience the safest, highest quality, best-value health care across all settings.* This vision for health care allows each part of the Joint Commission enterprise to align its programs and activities so that they work better together to achieve the same overarching goal. (Contact: Kim Andersen, kandersen@jointcommission.org)

Patient safety

How to implement the HAI-related NPSGs

By January 1, 2010, hospitals and other accredited organizations are expected to be in full compliance with the three National Patient Safety Goals pertaining to health care-associated infections (NPSG.07.03.01, NPSG.07.04.01, and NPSG.07.05.01). To help organizations prepare for and understand how to meet the requirements of the HAI NPSGs, The Joint Commission has developed a complimentary education program, now available on *The Joint Commission Connect* [extranet](#). The presentation covers:

- What organizations need to do to prevent HAIs for multidrug-resistant organisms, central line-associated bloodstream infections, and surgical site infections
- How the three NPSGs, the Infection Prevention and Control standards, and the Leadership standards work together to help organizations put systems in place to reduce HAIs
- Resources for "targeting zero" HAIs and other major infection prevention initiatives
- Characteristics of high reliability organizations, The Joint Commission's vision for health care

Introduced in January 2009, the three HAI-related NPSGs included a one-year, phase-in period with defined expectations (or milestones) for planning, development and testing at three, six and nine months during 2009 for the ambulatory, critical access hospital, home care, hospital, long term care and office-based surgery programs. (Contact: Kelly Fugate, kfugate@jointcommission.org)

Customer service

The Joint Commission's RPI initiative highlighted in *Quality Progress*

The Joint Commission's internal Robust Process Improvement (RPI) initiative is highlighted in the July 2009 issue of *Quality Progress*, a publication of the American Society for Quality. ASQ is a professional

association that advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. Click here to read the article, "[Don't Just Talk the Talk](#)." The RPI initiative started in mid-2008 with the goals to improve the efficiency and effectiveness of internal processes and to better meet customers' needs and expectations of value. The Joint Commission's RPI "toolkit" includes a variety of methodologies, including Lean Six Sigma and change management. While The Joint Commission supports the use of process improvement methodologies in health care, it does not require the use of a specific methodology. RPI is enterprisewide, encompassing The Joint Commission and its affiliate, Joint Commission Resources. (Contact: Rick Morrow, rmorrow@jointcommission.org)

Public information

Follow The Joint Commission on Twitter, Facebook and YouTube

Twitter: <http://twitter.com/JCommission>

Facebook: <http://www.facebook.com/pages/The-Joint-Commission/104533371063>

You Tube: <http://www.youtube.com/user/TheJointCommission>

(Contact: Cathy Barry-Ipema, cipema@jointcommission.org)

Joint Commission Resources

JCI accreditation highlighted in CDCs 2010 travel health guide

Accreditation by Joint Commission International is highlighted in the Centers for Disease Control and Prevention's 2010 travel health guide, called the [Yellow Book](#). The 2010 edition has an expanded section on medical tourism, discussing the pros and cons of medical tourism and why the practice is on the rise. The book states: *In recent years, standards have been rising in other parts of the world even faster than prices have surged in the U.S. Many physicians abroad trained in the U.S. and the Joint Commission International (JCI) applies strict standards to accreditation of offshore facilities. Those facilities use the same implants, supplies, and drugs as their U.S. counterparts. However, a heart bypass in Thailand costs \$11,000 compared to as much as \$130,000 in the U.S. Spinal fusion surgery in India at \$5,500 compares to over \$60,000 in the U.S.* The guide also quotes the American Medical Association's tips for planning a surgery abroad, which includes checking to see if the medical facilities abroad have been accredited by recognized international accrediting bodies such as Joint Commission International. The CDC Yellow Book is free online and hard copies are available for \$29.95. (Contact: Karen Timmons, ktimmons@jcrinc.com)

2009 Annual Conference on Quality and Patient Safety

The Joint Commission and Joint Commission Resources will host the 2009 Annual Conference on Quality and Patient Safety, "Explore, Enhance and Energize – Leadership for the Future," September 14 through 16 at the Donald E. Stephens Convention Center in Rosemont, Ill. Key note speaker Robert M. Wachter, M.D., professor and associate chairman, Department of Medicine, University of California, San Francisco, will speak on efforts to prevent medical mistakes, what is working and not working a decade after the Institute of Medicine's report on medical error, "To Err is Human: Building a Safer Health System." In addition:

- Jeffrey C. Bauer, Ph.D., partner, Management Consulting – Future Practice, ACS Healthcare Solutions, a medical economist and health futurist, will provide an overview of technology and explore how technology can be optimally used to produce desired levels of improvement in health care. Bauer will also introduce policy prescriptions for successful reform of health care delivery systems that are consistent with national goals.
- Mark R. Chassin, M.D., M.P.P., M.P.H., president, The Joint Commission, will speak on The Joint Commission's role in quality and safety, and Ann Scott Blouin, Ph.D., R.N., executive vice president, Division of Accreditation and Certification Operations, The Joint Commission, will moderate the conference.
- Jeanette Michalek, M.S.N., A.P.R.N., B.C., vice president, Planetree, will review how to design and practice patient-centered care.

This conference is \$995 per person or \$849 for registration 30 days prior to the conference. A discounted rate of \$829 per person is offered for teams of three or more. To register, call JCR Customer Service at (877) 223-6866 and use registration code 09065. More information is available at the [JCR Web site](#).

Call for presentations for 2010 Annual Conference on Quality and Patient Safety

Proposals for presentations for next year's Annual Conference on Quality and Patient Safety are being accepted. Presentations should focus on practitioner-based, solutions-oriented improvements and success stories. They should also include new processes, technologies, techniques or tools, and creative and innovative ideas on quality and safety that have achieved sustained improvement. Presentation proposals should be submitted by October 1, 2009, via an [online registration form](#). Questions may be e-mailed to annualconf2010@jcrinc.com. (Contact Susan Murray, smurray@jcrinc.com)

2009 Annual Infection Control Conference to be held August 21-22

The [2009 Annual Infection Control Conference: Mastering Powerful and Practical Infection Prevention Strategies](#) will be held August 21-22 in Arlington, Va., at the Marriott Crystal Gateway. The conference will feature Barbara M. Soule, R.N., M.P.A., C.I.C., practice leader with Infection Prevention and Control Services at Joint Commission Resources. Soule will discuss how C-suite executives can implement a comprehensive program to reduce antibiotic resistance, and she will moderate a discussion on "Navigating the Infection Prevention and Control Landscape." The [Annual Infection Control Conference Pre-Conference: The Joint Commission 2010 Infection Prevention and Control Standards](#) will be held on August 20 at the same location. The pre-conference will focus on evaluating an organization's existing infection control program, and developing and implementing a new or updated program based on the revised 2010 Joint Commission Infection Prevention and Control standards and expanded National Patient Safety Goals. The conference is \$749 per person and the pre-conference is \$495 per person. To register, call JCR Customer Service (877) 223-6866 and use code 09064 for the conference and code 09063 for the pre-conference. More information, including an agenda, is available on the JCR Web site, www.jcrinc.com. (Contact: Leslie LaBelle, labeled@jcrinc.com)

Briefings for hospitals, critical access hospitals and ambulatory organizations

Hospitals, critical access hospitals and ambulatory care organizations can find out all they need to know about standards compliance at Joint Commission Resources' 2009 Breakfast Briefings Web Conference Series. This series focuses on accreditation standards, Standards Improvement Initiative (SII) updates, changes for 2010, the National Patient Safety Goals, and strategies for maintaining continuous compliance with the most challenging standards. Briefings are led by Joint Commission and JCR experts who have successfully implemented compliance initiatives and can help your organization strengthen patient care and raise safety awareness. Each week, these experts will cover the accreditation manual one chapter at a time. The presentation will be followed by a Q&A session. Organizations can sign up for one connection with multiple attendees participating. Free media downloads will be available after each session, allowing your team to listen to the archived web conferences. Register by August 28 and save \$200 on the \$1,800 cost. Order online by clicking the series name below, or by calling JCR Customer Service at (877) 223-6866.

[2009 Hospital Breakfast Briefings Web Conference Series](#) (Item Code DEP807)

Sept. 10 – Nov. 12, 2009, 9-10:15 a.m. Central Time, every Thursday for ten weeks

[2009 Ambulatory Breakfast Briefings Web Conference Series](#) (Item Code DEP808)

Sept. 9 – Nov. 11, 2009, 9-10:15 a.m. Central Time, every Wednesday for 9 weeks
(Contact: Gina LaMantia, glamantia@jcrinc.com)

Free briefing on HCSS Certification in D.C.

Not-yet-certified health care staffing firms are invited to attend a free briefing on The Joint Commission's Health Care Staffing Services Certification Program, September 14, 1 – 4 p.m., in Washington, D.C., at the Wardman Park Marriott. Attendees will learn about the benefits of Joint Commission certification and the process of becoming certified. The briefings include an opportunity to talk directly with Joint Commission staff about the application process, standards, on-site review and pricing. Attendees will receive free copies of the *2009 Health Care Staffing Services Certification Manual* (a \$100 value), the Certification Handbook, and Review Process Guide. To register, click [here](#). (Contact: Dave Eickemeyer, deickemeyer@jointcommission.org)

An affiliate of The Joint Commission, Joint Commission Resources is the official publisher and educator of The Joint Commission.