

# Zero Harm is Possible in Behavioral Health Care

LEADING  
the way to



The Joint Commission Enterprise envisions a future of zero harm and is committed to helping make it a reality. We believe zero harm is achievable and we're *leading the way to zero™* by helping organizations like yours transform the way they work to prevent harm.

For behavioral health care organizations, zero might mean zero clients go without high-quality behavioral health care, zero harm to self or others, zero runaways or elopements, zero use of restraints or seclusion, zero overdoses and zero suicides.



---

“We’re highly engaged in a zero harm journey for our patients and for our staff. We’re encouraging our team members to work in an environment in which they’re striving for excellence. They’re not just striving to meet state or regulatory minimum standards, but they really want to do what’s right for the patients.”

**Marlin Martin, Vice President of  
Regulatory and Clinical Affairs,  
Behavioral Health Group**

---

In order to work towards zero harm, here are some tactics that your organization can implement:

- Develop a culture of safety - open a conversation with leadership, individuals served and staff to encourage feedback about quality and safety concerns.
- Embrace an objective review of the organization’s processes, including incidents and near misses, to identify opportunities for improvement.
- Collect and analyze data to identify opportunities to improve. Implement process improvement strategies, monitor results and sustain the improvements.
- Use a standardized tool to gather outcomes data to evaluate your delivery of care, treatment and services for those you serve. Use this data to inform the care, treatment and services for the individuals served and aggregate data to make improvements for the entire population.

The Joint Commission Enterprise is here to help. We offer a wide variety of resources for behavioral health care organizations to help them achieve zero harm.

Getting to zero is a journey, not a destination. It will take time, commitment and resources, but getting to zero harm in health care is worth the work. To learn more about how the Joint Commission Enterprise can help your behavioral health care organization, visit [jointcommission.org/leadingthewaytozero](https://www.jointcommission.org/leadingthewaytozero).