



Zero Harm in Health Care is Possible



Joint Commission International envisions a future of zero harm in health care 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 health care organizations like yours transform the way they work to prevent harm.

Examples of zero include zero patient falls, zero overuse, zero complications of care, zero infections, zero patient safety events, zero harm to employees, and zero missed opportunities to provide exemplary care.

Spotlight on Success

Health City Cayman Islands emphasizes that a successful quality program addresses problems at the earliest stage and builds in measurement to gauge progress. Health City leaders espouse a learning culture where the staff has access to an in-house education system where missteps and patient complaints can be evaluated and corrected. Lean Six Sigma tools help the staff to spot areas for improvement. For example, teams use value stream mapping as an organized way to review and redesign processes for better patient flow. At Health City, standardization includes supply chain as well as clinical processes to achieve results. Technology is constantly leveraged to identify solutions. For example, cardiac surgery and intensive care unit data are pooled to produce optimal results for the patient's health and the hospital's efficiency.



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

- Standardize processes, such as for cleaning instruments, patient identification, communication handovers
- Analyze incidents of harm or near misses, and empower staff to report potential unsafe situations
- Measure performance, benchmark against reliable standards, set goals for improvement
- Reduce variation through process improvement and standardize protocols
- Implement evidence-based guidelines for high-volume and high-risk diagnoses

We are here to help. We offer a wide variety of resources for 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 we can help your health care organization, visit [jointcommission.org/leadingthewaytozero](https://www.jointcommission.org/leadingthewaytozero).