

# Zero Harm in Health Care Systems is Possible



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 health care systems like yours transform the way they work to prevent harm.

Your health care system can have a significant impact in getting to zero harm by

- Ensuring leadership is committed to a goal of zero harm
- Developing and adopting a safety culture
- Incorporating highly effective process improvement tools and methodologies into your work
- Demonstrating how everyone is accountable for safety and quality

“When we saw some organizations that had truly committed to zero harm, we recognized that lots of things change when you truly commit to that goal. You are no longer satisfied with small improvements. Zero harm should be the natural byproduct of the way we take care of patients every day. That’s the transformation that the goal of high reliability brings to health care.”

**Mark R. Chassin, MD, FACP, MPP, MPH**  
**President and CEO**  
**The Joint Commission**

**LEADING**  
the way to



“Transforming health care means taking what we have done, looking at it in a new way, taking it in a new direction, and rather than making incremental improvement, making revolutionary improvement.”

**Brian Regan, PhD**  
**New York Presbyterian Healthcare System**

The Joint Commission is the only organization that accredits and certifies health care settings across the entire continuum of care. Every day, we work with health care teams that are achieving transformational change, reductions in harm, improved processes, financial savings, engaged team members, and better, safer care.

We can help your health care system move beyond a process of incremental improvement via one-project-at-a-time and can provide guidance, leading practices and resources to help you sustain your gains and move forward on your journey toward high reliability.

The Joint Commission Enterprise is here to help. We offer a wide variety of resources for health care systems 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 health care system, visit [jointcommission.org/leadingthewaytozero](http://jointcommission.org/leadingthewaytozero).