



Facts about Robust Process Improvement® (RPI®) at The Joint Commission

In 2008, The Joint Commission embarked on a long term, enterprise-wide initiative to dramatically improve the efficiency of its internal operations, increase customer satisfaction, and increase the quality of its products and services. The initiative is called Robust Process Improvement® or RPI®. Robust Process Improvement (RPI) uses a “blended approach” of Lean, Six Sigma and Change Management to address specific improvement problems and improve business processes.

- Lean looks to remove waste and increase speed within a value stream.
- Six Sigma looks to reduce defects and variation in a process and improves quality.
- Change Management is a set of actions, supported by a tool set, used to prepare people to seek, commit to, and accept change. Facilitating Change™ is The Joint Commission’s change management methodology. It is based on shared experiences and learning gained from using RPI to facilitate employees’ ability to improve processes by engaging them in managing and directing the constant change inherent in a dynamic business environment.

RPI training and staff

- Key components of RPI include building the expertise of all levels of central office and field staff and embedding the tools and methods into the work we do every day.
- Teams of RPI Green Belts and Change Agents are trained to lead process improvement project projects throughout the organization. Teams are comprised of staff from all levels of the organization, spanning from leaders to entry-level employees.
- Through the RPI Yellow Belt curriculum, staff are trained in the foundational principles of RPI and are empowered to solve problems using the skills they have learned. Staff who complete all RPI Yellow Belt courses and demonstrate use of learned skills achieve RPI Yellow Belt certification.
- The RPI team at The Joint Commission is composed of RPI Master Black Belts, Black Belts, and Change Management Leaders, many of whom were trained and certified within The Joint Commission. The RPI team trains, mentors and certifies staff on the application of RPI tools and methods as well as leading enterprise improvement projects. Employees can be certified as Change Agents, Yellow Belts, Green Belts and Black Belts. In addition, Joint Commission executives to provide help on identifying areas of improvement within their organization.
- The Joint Commission’s goal is to have all enterprise employees trained in *some* form of RPI.

Cultural transformation

- Today, hundreds of RPI-trained staff have transformed—and continue to transform—the way we work within our organization and the way we interact with the healthcare field. Our success with RPI is a model for health care and every organization that is committed to patient safety and quality care for all.

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