



# Zero Harm in Hospitals is Possible



“You never want any harm to come to anybody. Reinforcing that through frontline staff, all the way up through our senior leadership puts it right at the forefront. We have implemented safety huddles that we do on a daily basis so then we can reinforce that zero harm mentality.”

**Cliff White**

**Program Manager, Safety Regulatory Compliance & Emergency Preparedness  
St. Luke's Cedar Rapids**

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 hospitals like yours transform the way they work to prevent harm.

For hospitals, examples of zero include zero patient falls, zero overuse, zero complications of care, zero infections, zero patient safety events, zero harm to employees, zero preventable readmissions and zero missed opportunities to provide exemplary care.



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

- Standardize processes for cleaning instruments and point of use and transportation
- Measure data collected for incidents of harm or near misses, benchmark them against reliable standards and define and set goals for implementation strategies
- Reduce variation through developing protocols and empowering staff to report potential unsafe situations
- Develop protocols for high-volume and high-risk diagnoses with medical staff engagement and monitoring

We are here to help. We offer a wide variety of resources for hospitals 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 hospital, visit [jointcommission.org/leadingthewaytozero](https://www.jointcommission.org/leadingthewaytozero).