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.

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.