

Zero Harm in Laboratories is Possible

LEADING
the way to



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

For laboratories, examples of zero include zero patient harm due to lab testing and misdiagnosis, zero harm to employees, and zero missed opportunities to improve processes and procedures.

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

- Improve internal self-audits, evaluation and follow-up for complaints and accidents
- Create an environment in which employees are comfortable reporting all safety infractions
- Monitor improvement initiatives and review processes throughout the organization to identify high-risk procedures
- Evaluate processes for addressing near misses
- Ensure everyone is focused on patient safety



“One of the benefits of achieving Joint Commission laboratory accreditation is it takes the standards and quality assurance work beyond the laboratory doors. Departments such as the emergency room, ICU or medical practices are part of the laboratory survey process. The onsite survey highlights how important every step of the testing process is to ensure consistency of patient care.”

Beverly Dekemper MT (ASCP)
Director of Laboratory Services
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The Joint Commission Enterprise is here to help. We offer a wide variety of resources for laboratories 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 laboratory, visit [jointcommission.org/leadingthewaytozero](https://www.jointcommission.org/leadingthewaytozero).