

# LEADING the way to ZERO™

## Points of Progress

### How the Joint Commission Enterprise is Helping Health Care Organizations Get to Zero Harm



#### Plummeting infection rates

“We fully attribute the Joint Commission Center for Transforming Healthcare’s Hand Hygiene Targeted Solutions Tool® (TST®) for the drop in our healthcare-acquired infection rates to zero or near-zero system-wide. This actually saves lives.”

**Michael Shabot, MD, Chief Medical Officer, Memorial Hermann Health System**



#### Achieving quality designation

“The idea of zero harm and high reliability is something we learned from The Joint Commission. We try to bring that to the core of our service and mission. In fact, Rosecrance earned the Aetna Institute of Quality® designation for Behavioral Health. Joint Commission standards helped us achieve the highest quality of care and that’s exactly what Aetna was looking for when they gave us that designation.”

**Chelsea Collins, Director of Performance Improvement and Accreditation, Rosecrance Health Network**



#### Decreasing ER visits and infection rates

Soleo Health reduced catheter infection rates and decreased unnecessary emergency room visits by following Joint Commission standards and analyzing metrics to assess trends, pinpoint changes and react quickly.



#### Leading organization change

Westfields Hospital and Clinic in New Richmond, WI uses The Joint Commission’s *leading the way to zero*™ video during leadership sessions to help set the stage for organizational change. Leanne Roggemann, RN, MPH, Director of Quality said Joint Commission accreditation preparation has enhanced performance improvement practices, accountability and pride and increased safety event reporting by emphasizing the importance of learning from these events.



#### Minimizing risk

The Joint Commission’s SAFER™ Matrix helps organizations identify high-risk areas so they can improve processes and decrease harm.



#### Tools to reach zero harm

“The Joint Commission has helped us in our quest for zero harm. Their Targeted Solutions Tool® for Safe Surgery, Hand Hygiene, and Hand-off Communications are so vital in our world. Having those resources available really does make a difference and impacts the care we are able to provide.”

**Ann Shimek, Senior Vice President, Clinical Operations, United Surgical Partners**



#### Uniting around a common goal

“Staff members in Joint Commission-accredited nursing care centers are on the same page when I talk about getting to zero, versus just trying to be under the state and national average for publicly reported quality measures. They understand they might not be there for a while, but they keep working on it.”

**Dheeraj Mahajan, MD, President and CEO of CIMPAR**



#### Improving stroke response

Since receiving stroke care certification through Joint Commission International, Hamad General Hospital in Doha, Qatar has seen a 100 percent increase in standard-of-care TPA treatment, a door-to-needle time of 62 minutes, and a 42 percent reduction in average length of stays.



#### Paving the way to compassionate care

Parrish Medical Center in Titusville, FL, which received the first Integrated Care Certification from The Joint Commission, worked with 23 congregations to support skilled nursing patients who could benefit from hospice care, reducing readmissions from 20 percent to less than 6 percent—well below the national benchmark of 19 percent.