

# Zero Harm in Home Care 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 home care organizations, zero means zero missed visits, zero preventable hospital readmissions, zero missed opportunities to communicate with the patient and the interdisciplinary team.

“By following Joint Commission standards, we have been able to reduce catheter infection rates in patients. By collecting metrics and looking at trends, we can pinpoint changes and quickly react to improve the patient outcome. We have been able to decrease unnecessary Emergency Room visits through our process improvement efforts.”

**Barbara Prosser, RPh, VP Clinical Services/Clinical Operations  
Soleo Health**



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

- Assess risks of oxygen and power wheelchair safety
- Implement clean document collection and clean billing practices
- Assess equipment maintenance processes
- Develop standards of practice for sterilization of equipment and compounding activities

The Joint Commission Enterprise is here to help. We offer a wide variety of resources for home 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 the Joint Commission Enterprise can help your home care organization, visit [jointcommission.org/leadingthewaytozero](https://www.jointcommission.org/leadingthewaytozero).