

# The Joint Commission: Inspiring health care excellence



The Joint Commission enterprise is a global driver of quality improvement and patient safety in health care. Through leading practices, unmatched knowledge and expertise, and rigorous standards, we help organizations across the continuum of care lead the way to zero harm.

LEADING  
the way to





#### MISSION:

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

#### VISION:

All people always experience the safest, highest quality, best-value health care across all settings.



#### **Attaining the Joint Commission's Gold Seal of Approval®**

Founded in 1951, The Joint Commission evaluates, accredits and certifies more than 21,500 health care organizations and programs in the United States. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and -accrediting body in health care. To earn and maintain The Joint Commission's Gold Seal of Approval®, an organization undergoes an on-site survey by a Joint Commission survey team at least every three years. (Laboratories are surveyed every two years.)

#### **Accreditation services**

- Hospital: General, children's, psychiatric, rehabilitation and critical access hospitals
- Home care: Includes medical equipment, home health, pharmacy and hospice services
- Nursing care center: Includes nursing homes and rehabilitation centers
- Behavioral health care and addiction services

- Ambulatory care: Includes group practices and ambulatory surgery centers
- Laboratory: Independent or freestanding clinical laboratories

#### **Certification services**

- Advanced Certification in Disease-Specific Care
- Advanced Certification for Palliative Care
- Advanced Certification for Total Hip and Total Knee Replacement
- Behavioral Health Home Certification (for behavioral health facilities)
- Community-Based Palliative Care Certification
- Comprehensive Cardiac Center Advanced Certification
- Disease-Specific Care Certification
- Health Care Staffing Services Certification
- Integrated Care Certification
- Medication Compounding
- Patient Blood Management Certification
- Perinatal Care Certification
- Primary Care Medical Home Certification (for ambulatory care facilities, hospitals and critical access hospitals)

## Setting quality standards

Joint Commission standards are the basis of an objective evaluation process that can help health care organizations measure, assess and improve performance. The standards focus on important patient, individual, or resident care and organization functions that are essential to providing safe, high-quality care. Joint Commission standards are developed with input from health care professionals, providers, subject matter experts, consumers and government agencies. The standards are informed by scientific literature and expert consensus. New standards are added only if they relate to patient safety or quality of care, have a positive impact on health outcomes, meet or surpass law and regulation, and can be accurately and readily measured.

## Evaluating organization performance

The Joint Commission on-site survey process is data-driven, focused on patient safety and quality, and evaluates actual care processes and technology. The objectives of the survey are to evaluate the organization using standards and elements of performance and to provide education and “good practice” guidance that will help staff continually improve the organization’s performance. Joint Commission on-site surveys are designed to be organization-specific, consistent and to support the organization’s efforts to improve quality and safety on their journey to achieve zero harm.

## Advancing safety and quality

As part of its mission, The Joint Commission is committed to improving health care safety. Today, The Joint Commission is *leading the way to zero™* — meaning that we are committed to the ultimate goal of zero patient harm. We demonstrate this commitment through numerous efforts, including:

- The Patient Safety Systems (PS) chapter describes how existing requirements can be applied to achieve improved safety. It is intended to help all health care workers understand the relationship between Joint Commission accreditation and safety. For the Behavioral Health Care Accreditation program, the chapter is titled Safety Systems for Individuals Served (SSIS).
- Reports of patient safety concerns are used to help improve the quality and safety of Joint Commission-accredited and -certified organizations. Concerns can be reported online at [www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx), by email [patientsafetyevent@jointcommission.org](mailto:patientsafetyevent@jointcommission.org), fax 630.792.5636, or mail: The Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, Illinois, 60181.

- The Speak Up™ patient safety program has reached people in more than 70 countries, with the goal of helping patients and their advocates become active in their care. For health care organizations and providers, the benefits of using the Speak Up include having ready-made resources that can be shared with patients to help them communicate about their care.

## Transforming health care

The Joint Commission Center for Transforming Healthcare aims to solve health care’s most critical safety and quality problems. The Center’s participants — some of the nation’s leading hospitals and health systems — use a systematic approach to analyze specific breakdowns in care and discover their underlying causes to develop targeted solutions that solve these complex problems. In keeping with its objective to transform health care into a high reliability industry, The Joint Commission shares these proven effective solutions with its accredited organizations. The Center developed the Targeted Solutions Tool® (TST®), an innovative application that guides health care organizations through a step-by-step process to accurately measure their organization’s actual performance, identify their barriers to excellent performance, and direct them to proven solutions that are customized to address their particular barriers. Targeted solutions for hand hygiene, preventing falls, safe surgery, and hand-off communications are available via the TST®.

To further guide improvement efforts, the Center developed Oro™ 2.0, an online high reliability assessment tool and resource library designed to assist hospital leaders with determining their organization’s level of maturity in multiple components of high reliability and striving for the goal of zero preventable harm. Oro™ 2.0 is an assessment for hospital leadership that guides the leadership team through a series of questions which allow for discussion and alignment on key strategic performance issues. Once an assessment is completed, a report is generated that identifies strengths and opportunities for improvement and directs the user to resources specific to their organization’s high-reliability maturity level.

### **Providing information to consumers**

The Joint Commission has a long-standing commitment to providing meaningful information about the comparative performance of accredited organizations to the public. The Quality Check® website, [www.qualitycheck.org](http://www.qualitycheck.org), launched in 1996, fulfills this commitment. Quality Check includes Quality Reports on Joint Commission-accredited organizations and -certified programs.

### **Providing supportive services**

Joint Commission Resources (JCR) is a global, knowledge-based organization that provides innovative solutions designed to help health care organizations improve patient safety and quality. An affiliate of The Joint Commission, JCR provides expertise on the many issues organizations face in a challenging health care environment through a variety of products and services, including: education programs; publications and online software; its Continuous Service Readiness program; comprehensive health care consulting and custom education; and accreditation and consulting for organizations abroad. JCR is dedicated to helping health care organizations worldwide improve the quality and safety of patient care. For more information, visit JCR's website, [www.jcrinc.com](http://www.jcrinc.com), or call the toll-free customer service line at 877.223.6866.

### **Having global impact**

Joint Commission International (JCI) extends The Joint Commission's mission worldwide by assisting international health care organizations, public health agencies, health ministries and others to improve the quality and safety of patient care. JCI was established in 1994 as a division of JCR. JCI's accreditation program was developed by international experts and sets uniform, achievable expectations for structures, processes and outcomes for health care organizations. JCI offers accreditation for general hospitals and academic medical centers, ambulatory care facilities, clinical laboratories, home care agencies, long-term care organizations, medical transport organizations, and primary care services. JCI also offers Clinical Care Program Certification for treatment of a specific disease, condition, or clinical care service. For more information, visit JCI's website, [www.jointcommissioninternational.org](http://www.jointcommissioninternational.org), or send an email to [jciaccreditation@jcrinc.com](mailto:jciaccreditation@jcrinc.com).