Joint Commission
International
Center for Patient Safety

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Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

Mission:

- To continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.
Mission:

- To improve the safety and quality of care in the international community through the provision of education, publications, consultation, evaluation, and accreditation services
- Co-sponsored by Joint Commission & JCI
- Initiated in March 2005
- Matrix organization structure
- Domestic & International priorities
- Regional Advisory Groups
- Expert Panels
- Website primary communication tool
- Discussion Forums available – secure
**Mission**

- To continuously improve patient safety in all health care settings.

**Vision**

- To become the trusted resource for improving health care worldwide by providing pre-eminent solutions and expertise in patient safety.

- Engagement of key audiences that include patients and families, health care practitioners, and all types of health care organizations in complementary efforts towards improving patient safety!
Collaboration & Solutions:

- Designation of Joint Commission and JCI as the **WHO Collaborating Centre for Patient Safety Solutions**
- A Component of the World Alliance for Patient Safety initiative
- Operational implementation is via the Joint Commission International Center for Patient Safety
Definition:

- A Safety Solution is any system design or intervention that has demonstrated the ability to prevent or mitigate patient harm stemming from the processes of health care.
Developing A Solution Architecture

- Solution Title:
- Patient Safety Issue:
- Patient Safety Solution:
- Estimated Gains/Return on Investment:
- Strength of Evidence: (e.g. Class I-IV scale)
- Setting Applicability:
- Background Information:
- Solution Implementation:
- Secondary & Tertiary Order Consequences:
- Resource Needs: (equipment, software, etc)
- Education/Training Needs: (in-service courses, web-based, etc)
- Implementation Timeframe:
- Implementation Expenses: (training time, effect on services, etc)
- Measures of Effectiveness:
- Assessment and Reporting:
- Implementation Example:
- Available Solution Toolkit: (link or specific instructions)
- Selected References: (literature citations)
- Other Available Resources: (equipment, web sites, etc)
Draft Solutions Evaluation Criteria

1. Relevant to the selected patient safety focus area(s)
2. Non-proprietary and reside in the public domain
3. Successfully implemented with some direct, demonstrable impact on patient safety
4. Evidence based or consensus of expert opinion
5. Thoroughly tested
6. Includes clear description of how to implement the solution
7. Measurable as to its impact on patient safety
8. Sustainable over time
9. Readily replicable/adaptable by other organizations
10. Endorsed and/or accepted by appropriate specialty societies or leading patient safety entities.
Processes of Solutions
Development & Assessment
– Complex!!
Challenges of Solution Identification:

- Selecting solutions with broad application
- Adapting solutions for all countries
  - Developing
  - Transitional
  - Developed
Sources for Solutions & Priorities:

- Sentinel Event Database & NPSGs
- Existing Professional Position Statements, White Papers, etc...
- Active Solicitation Process
  - open vs focused & prioritized
- Unsolicited Solutions
- Solutions Evaluation & Outcomes Network
- International Scope & Applicability
List of Candidate Solutions:

- Universal Protocol
- Naso- and Orogastric Feeding Tubes
- Look-alike, Sound-alike Medications
- Concentrated Solutions
- Hand Hygiene
- Communications (e.g. hand-offs, critical test results reporting)
- Patient Identification
- Medication Reconciliation
- Preventing Kernicterus
- Vincristine Administration
WHO Collaborating Centre on Patient Safety Solutions

- Identify Current Regional Safety Problems & Pre-Existing Potential Solutions
- Understand Regional Barriers to Solutions
- Assessment of Risk for Solutions & Gaps
- Adapt Solutions to Local/Regional Needs
- Develop Dissemination Strategies Through Global & Regional Collaboration
Collaborating on Solutions Internationally

- Establishing the Collaborative Network
  - National Patient Safety Agencies
    - National Patient Safety Agency
    - Danish Institute for Patient Safety
    - Canadian Patient Safety Institute
    - Australian Council on Patient Safety & Quality
  - Accreditation Bodies
    - Health Quality Service (HQS)
    - Haute Autorité de Sante (HAS)
    - Dutch Institute for Healthcare Improvement (CBO)
    - Netherlands Institute for Accreditation of Hospitals (NIAZ)
    - Irish Health Services Accreditation Board (IHSAB)
    - Cooperation for Transparency and Quality in Health Service (KTQ)
    - National Center for Quality Assessment in Health Care (NCQA)
Collaborating on Solutions Internationally

- Establishing the Collaborative Network
  - Ministries of Health/Regional Health Authorities
    - Portugal
    - Turkey
    - Ireland
    - Sweden
    - Italy (Regione Lombardia Health Authority)
    - Hong Kong Hospital Authority
  - Non-Governmental Organizations and Experts
    - ISQua
    - IHF
    - ICN
    - WMA
    - Picker
    - EAHM
Global Regional Advisory Councils

Assures the appropriateness of solutions to unique health care systems for individual countries

- Middle East and Northern Africa
- Asia-Pacific
- Europe
- Africa
- Americas
We are here to work together!

Thank You for the Attention!