Zero Harm in Health Care is Possible

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

Examples of zero include zero patient falls, zero complications of care, zero infections, zero patient safety events, zero harm to employees and zero missed opportunities to provide exemplary care.

“We have made significant process changes but more importantly we have transformed how we engage staff, patients and even the community in battling sepsis. Our team is researching best practices, setting tougher patient safety goals each year, and holding each other accountable to ensure high quality care.”

*Angela Craig*
*Clinical Nurse Specialist ICU*
*Cookeville Regional Medical Center*
*Cookeville, TN*

Tactics that organizations seeking certification can implement to improve the care they provide and work towards zero harm include:

- Monitoring core measures
- Replicating time-out processes for all high-risk activities
- Performing a root cause analysis for all problems
- Encouraging discussion of mistakes and near misses
- Ensuring frontline caregivers participate in projects
- Implementing standardization via strict adherence to current clinical practice guidelines
- Providing appropriate care in timely manner

The Joint Commission Enterprise is here to help. We offer a wide variety of resources for health 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 health care organizations, visit [jointcommission.org/leadingthewaytozero](http://jointcommission.org/leadingthewaytozero).