

# International Essentials of Healthcare Quality and Safety: A Framework for Risk Reduction and Quality Improvement

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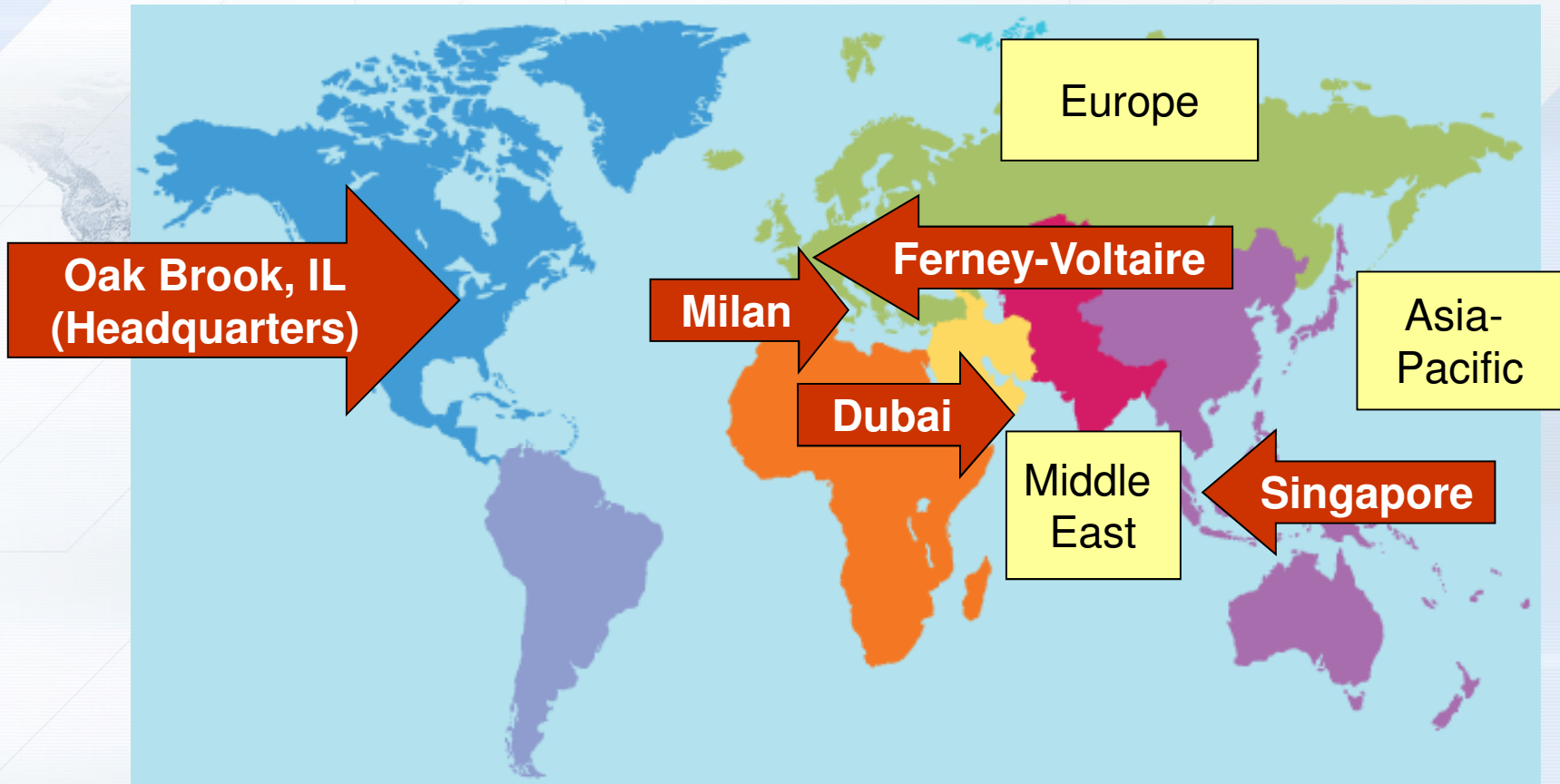
# Mission of Joint Commission International

To improve the **safety and quality** of care in the international community through the provision of education, publications, consultation, evaluation, and accreditation services

# Joint Commission International

- Global knowledge disseminator of quality improvement and patient safety
- 273 accredited organizations in 39 countries
- ISQua-accredited
- WHO Collaborating Centre for Patient Safety Solutions

# JCI Offices



# Mission Work at Three Levels

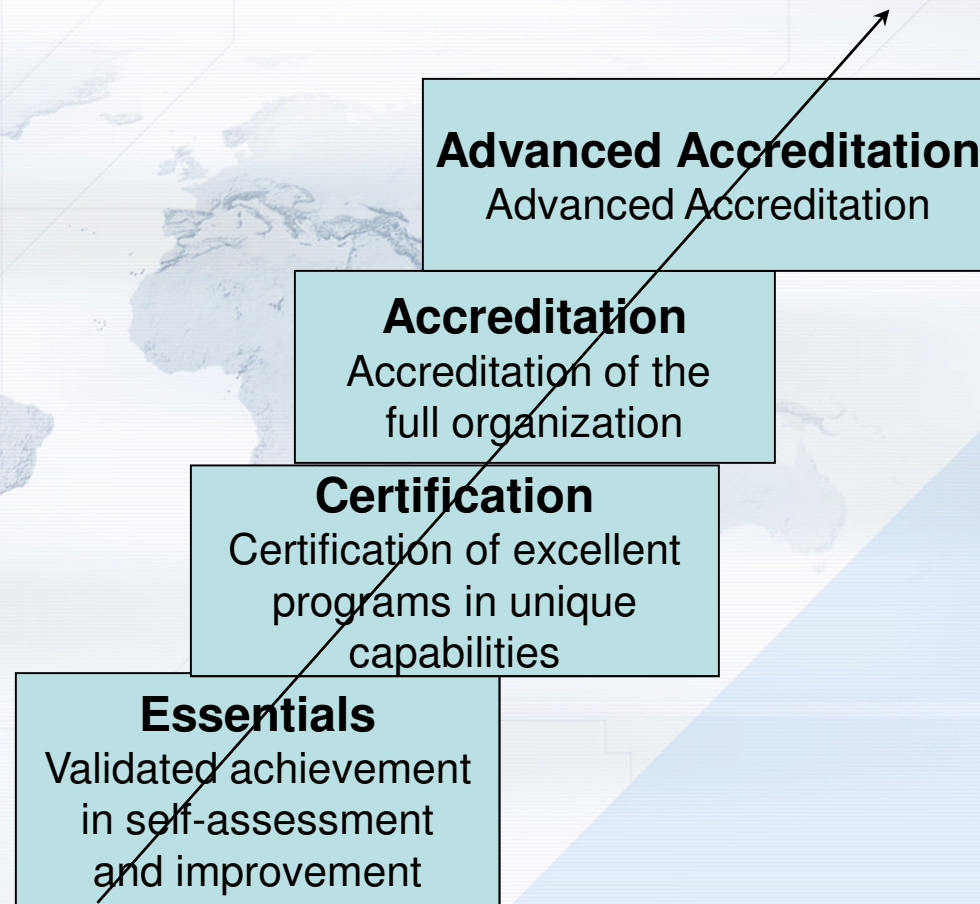
- Individual organization accreditation
- Country-level efforts to assist Ministries of Health and Governmental Agencies to strengthen the role of quality oversight at the country level
- International level as a consensus builder and vehicle for sharing new knowledge on quality and safety in health care



# The Roadmap To Quality



# The JCI Roadmap



# International Essentials of Health Care Quality and Patient Safety

- Quality and safety improvement framework designed to help organizations focus on the risk areas that have the greatest impact on patient safety
- JCI can better serve organizations at every stage in their journey to higher quality care
- Designed for use by:
  - Governmental organizations (MoH, regional or municipal health authorities)
  - Multinational organizations
  - Hospital systems
  - Intergovernmental organizations

# The Need for Hospital Essentials

- Provide objective information that will guide strategic and financing decisions
- Provide the tools to gather and analyze the level of risk
- Enable health care purchasers and insurance companies to direct patients to lower risk healthcare settings
- Provide direction and a framework for implementing other JCI quality improvement and patient safety tools

# JCI Methodology/Framework

- Builds upon scientific research, best practices and Joint Commission experience in developing evidence-based standards for evaluating level of risk in organizations
- JCI uses a similar approach in developing other solutions-based programs and services

# How Essentials and Accreditation Differ

- Essentials is different from JCI accreditation, which recognizes hospitals meeting the highest standards for care
- Essentials is a resource for developing organizations working on more fundamental elements of quality and safety
- No formal recognition—such as accreditation or certification—given to hospitals using the Essentials framework

# Essentials: The Details



# International Essentials of Health Care Quality and Patient Safety

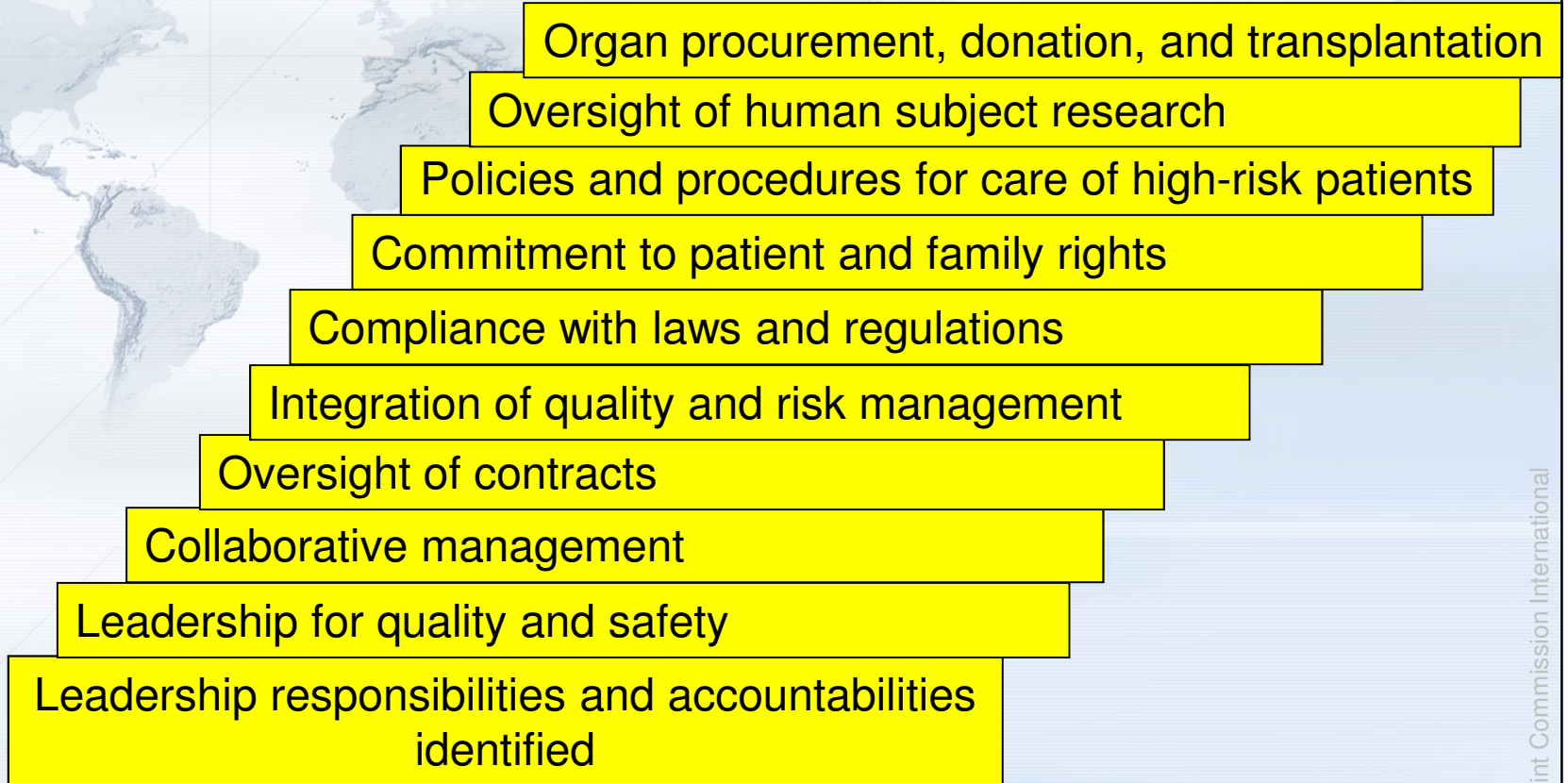
Identifies 5 primary areas related to quality and safety:

1. Leadership Process and Accountability
2. Competent and Capable Workforce
3. Safe Environment for Staff and Patients
4. Clinical Care of Patients
5. Improving Quality and Safety

## Overview of Risk Areas

Risk Area ►	1	2	3	4	5
Criteria ▼	<b>Leadership Process and Accountability</b>	<b>Competent and Capable Workforce</b>	<b>Safe Environment for Staff and Patients</b>	<b>Clinical Care of Patients</b>	<b>Improvement of Quality And Safety</b>
1	Leadership responsibilities and accountabilities identified	Personnel files and job descriptions for all staff	Regular inspection of buildings	Correct patient identification	There is an adverse event reporting system.
2	Leadership for quality and safety	Review of credentials of physicians	Control of hazardous materials	Informed consent	Adverse events are analyzed.
3	Collaborative management	Review of credentials of nurses	Fire safety program	Medical and nursing assessments for all patients	High-risk processes and high-risk patients are monitored.
4	Oversight of contracts	Review of credentials of other health professionals	Biomedical equipment safety	Laboratory services are available and reliable.	Patient satisfaction is monitored.
5	Integration of quality and risk management	Staff orientation to their jobs	Stable water and electricity sources	Diagnostic imaging services are available, safe, and reliable.	Staff satisfaction is monitored.
6	Compliance with laws and regulations	Oversight of students and those in training	Coordination of infection prevention and control program	Planned and provided care is written.	There is a complaint process.
7	Commitment to patient and family rights	Training in resuscitative techniques	Reduction of health care-associated infections (hand hygiene)	Anesthesia and sedation are used appropriately.	Clinical guidelines and pathways are available and used.
8	Policies and procedures for care of high-risk patients	Staff education on infection prevention and control	Barrier techniques are used (gloves, masks, and so on).	Surgical services are appropriate to patient needs.	Staff understand how to improve processes.
9	Oversight of human subject research	Communication among those caring for the patient	Proper disposal of sharps and needles	Medication use is safely managed.	Clinical outcomes are monitored.
10	Organ procurement, donation, and transplantation	Staff health and safety program	Proper disposal of infectious medical waste	Patients are educated to participate in their care.	Communicating quality and safety information to staff

# Leadership Process and Accountability



# Risk Area #1: Leadership Process and Accountability

- Responsibilities and accountabilities identified
- Leadership for quality and safety
- Collaboration and cooperation at all levels
- Quality requirements in contracts
- Quality, patient safety, and risk management are integrated

# **Risk Area #2: Competent and Capable Workforce**

- Personnel files and job descriptions
- Review of credentials of physicians
- Review of credentials of nurses
- Review of credentials of other health professionals
- Staff are oriented to their jobs

# **Risk Area #3: Safe Environment of Staff and Patients**

- Regular inspection of buildings
- Control of hazardous materials
- Fire safety program
- Biomedical equipment safety
- Stable water and electricity sources

# Risk Area #4: Clinical Care of Patients

- Correct patient identification
  - Prior to medication or blood administration, procedures, surgery
- Informed consent
  - Before surgery, anesthesia, use of blood products, and other high-risk procedures
- Medical and nursing assessments for all patients
  - Standardized and timely

# **Risk Area #5: Improvement of Quality and Safety**

- There is an adverse event reporting system
- Adverse events are analyzed
- High-risk processes and high-risk patients are monitored
  - Examples: emergency care, resuscitation
  - Patient examples: immune-suppressed or comatose patients

# Elements of Hospital Essentials

- Baseline Data
- Quality Improvement
- Achievement/Validation



# Benefits of Hospital Essentials

- Identify components that have the greatest impact on safety
- Design an approach for addressing these risks
- Implement changes
- Periodically reassess the impact of these changes
- Determine levels of risk to patient safety
- Develop strategies to mitigate risks
- Better allocate resources to improve quality and safety

# How JCI Can Help

- Assist organizations through education programs, and if needed, expert assistance and advice
- Will help organizations collect their data and compare it with other similar organizations
- Will use an on-line collection and database tool