



Zero Harm in Ambulatory 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 organizations like yours transform the way they work to prevent harm.

For ambulatory care organizations, examples of zero include zero patient falls, zero overuse, zero complications of care, zero infections, zero patient safety events, zero harm to employees, and zero missed opportunities to provide exemplary care.

“We are on the journey to zero harm. We take a look at every aspect of care and how we can improve that care, improve that process to make sure that we do not have that fall, that infection. We have them for a short amount of time in ambulatory surgery, but you need to make them safe from the time they walk in until the time they're at home recovering.”

Karen Bewer, Director of Quality and Performance Improvement, Advanced Pain Management



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

- Conduct patient tracers and safety huddles
- Report near misses
- Standardize physician standing orders and equipment/supplies
- Standardize processes coupled with ongoing assessment and education of patients
- Educate clinical leaders by engaging them to lead QI initiatives

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