

Joint Commission International Consulting

**Improving health care
quality and safety
around the world**



 **Joint Commission
International**



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Experience

Joint Commission International (JCI), an affiliate of The Joint Commission, is recognized as a global leader in providing technical assistance, education, and quality evaluation services. Our focus is on health care quality improvement and patient safety, with expertise in infection control, medication management, accreditation standards compliance, and accreditation systems development. In more than sixty countries around the globe, we have helped our clients to achieve their process improvement goals.

Knowledge

As the international arm of The Joint Commission based in the United States, we bring highly-skilled consultants to hospitals, health care organizations, ministries of health, multinational companies, and government agencies on six continents.

Innovation

JCI Consulting uses innovative, evidence-based and practical approaches designed to support safe, high-quality patient care in international settings. The World Health Organization (WHO) partnered with The Joint Commission and Joint Commission International to establish the world's first WHO Collaborating Centre dedicated solely to patient safety solutions.

Preparing for Accreditation and Certification

Standards Compliance Assessment and Action Planning

Using Joint Commission International accreditation and certification standards as the foundation, our expert consultants conduct a baseline assessment of your organization, make recommendations for positive change, and help you develop and implement a continuous quality improvement program. We provide accreditation and certification preparation assistance to the following types of health care organizations and programs:

- ▶ Hospitals
- ▶ Medical transport and ambulance services
- ▶ Clinical laboratories
- ▶ Health care providers across the care continuum, including home care, hospice, long term care, and rehabilitation services
- ▶ Organizations providing care in ambulatory settings
- ▶ Disease- or condition-specific care programs

Education and Training

Joint Commission International Consulting provides organizational leaders and staff with a solid grounding in the relevant JCI accreditation and certification standards, and survey process, as well as quality improvement, and patient safety principles. Our training programs are customized to the needs of the individual client and designed to support continuous improvement.

Ongoing Technical Assistance

We provide a customizable combination of on-site and off-site consultative support and progress monitoring to assist you with policy and procedure development as your organization prepares for accreditation.



Joint Commission International Consulting helps both new and experienced organizations to design and implement the clinical, facility, and management structures to achieve operations improvement goals.

Developing and Improving Operations

Patient Safety

We carefully review your organization's procedures and practices, identify areas for improvement, and implement processes designed to improve the safety and quality of patient care. Our services include:

- ▶ Analysis of your organization's patient safety culture and practices
- ▶ Definition of opportunities for patient safety
- ▶ Development of action plans for improving patient safety in focused areas such as infection control and medication safety

Management and Clinical Planning

JCI will work with you to evaluate your current or planned-for organizational structure and processes. We will identify risk points and help you to incorporate best practices. The specific components of this technical assistance include:

- ▶ Planning the administrative structure
- ▶ Developing clinical and management policies and procedures
- ▶ Quality management and risk management planning
- ▶ Information management planning
- ▶ Leadership and staff education

Facility Planning

Once your organization's needs have been defined, JCI will assist your leaders and staff in assembling an infrastructure that can support achievement of your goals. Our process includes:

- ▶ Analysis of project documents, including architectural, fire protection, mechanical, and electrical drawings
- ▶ Review of biomedical equipment planning documents and installation plans
- ▶ Facility safety analysis
- ▶ Space utilization planning
- ▶ Commissioning plan development



Joint Commission International assists national or regional groups in developing quality evaluation systems that can be used for accreditation, licensure, credentialing, monitoring, and other regulatory purposes.

Developing a National or Regional Quality Evaluation System

A Proven Foundation

Starting with a proven foundation of evidence-based international standards and performance indicators, we work with key stakeholder groups to choose a model that meets the country- or region- specific objectives for evaluating and improving health care quality and safety.

A Quality Evaluation System Built for Success

Based on the evaluation model and scope selected by the stakeholders, JCI assists a national or regional body with the policy and infrastructure development required to build an effective and credible quality evaluation system. Our process includes assistance with the development and implementation of the following:

- ▶ A set of standards and performance indicators that meet the unique needs of the country or region
- ▶ A standardized methodology for the evaluation of standards compliance
- ▶ Policies and procedures applicable to the accrediting organization
- ▶ Necessary governance and infrastructure support
- ▶ Surveyor selection, training, and management
- ▶ Information management planning



Communicate with your colleagues and explore the latest developments in global health care improvement practices—in person or online.

Networking and Education

Joint Commission International Knowledge Network

The Joint Commission International Knowledge Network delivers online and site-based opportunities to explore critical health care topics, management techniques, and process improvement strategies. From JCI webcasts with health care leaders to regional practica in the Middle East, Asia, Europe, and Latin America, the JCI Knowledge Network keeps you connected with a world of health care experience and insight.

e-Learning

We offer a range of electronic products and software to assist in continuous quality improvement and standards compliance. They include accreditation and survey preparation tools, online books, web-based training, and subscription access to our online good practices database.

“Ask the Expert” Audio Conferences

These live phone-based educational presentations feature our expert consultants addressing topics from international accreditation standards to data management and patient safety practices. They reduce travel costs while helping you keep ahead of the current issues curve.

International Self Assessment System (ISAS)

In order to help international health care organizations manage quality improvement, standards compliance, and accreditation efforts, this web-based software tool is designed to make the continuous improvement and standards compliance process as simple and effective as possible.

International Practicum

Gather with colleagues from around the world for a thoughtful five-day exploration of trends, issues, and solutions in health care quality improvement. Highlights include in-depth presentations and the opportunity to observe a 2-day simulated JCI accreditation survey at a local hospital. You will not only make valuable contacts across the industry, but take home valuable tools to improve the quality of care in your organization and your country.

Publications

We provide a wide array of publications and periodicals focused on patient safety and quality improvement within health care organizations.

The following are some examples of our current books:

- ▶ *Joint Commission International Accreditation: Getting Started*
- ▶ *Understanding Medication Management in Your Health Care Organization*
- ▶ *Best Practices in Infection Control: An International Handbook*
- ▶ *Patient Safety Essentials for Health Care, International Edition*
- ▶ *Understanding Health Care Facility Safety: International Edition*

The complimentary Joint Commission International eZine provides convenient on-line access to the latest thinking on quality of care initiatives, tips on organizational process improvement, and new developments in accreditation programs and JCI initiatives. Many of our publications have been translated—contact us for more detail.

For more information on these services and to check current dates for seminars, please visit our web site at www.jointcommissioninternational.org or call 1.630.268.2900.

“The true benefit of working with JCI lies in the improved medical service quality, providing patients with safe and effective treatment. This allows our hospital to stand out from others in terms of professionalism and quality of service.”

Clifford Pang, General Manager
Guangzhou
Guangdong Province
People's Republic of China

Joint Commission International (JCI) is a division of Joint Commission Resources, Inc., a wholly controlled not-for-profit affiliate of The Joint Commission. JCI provides leadership in international health care accreditation and quality improvement.

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