

# JCI NAVIGATOR



Your Progressive Journey to Safer Care



Every health care provider wants to provide high quality and safe care to patients. However, realizing this goal often times can be daunting. Organizations are challenged because they lack clear data and information to address common questions such as:

- What's our current quality status or maturity? What should we focus on? What are our strengths?
- Where can we find practical resources and tools? How do we know which resource is evidence-based or a best practice?
- How do we implement these learnings into our operations? How do we avoid unnecessary obstacles? How do we make lasting change?

A large, light gray graphic in the top right corner, resembling a stylized compass or a target with a central circle and four curved segments extending outwards.

Chart a journey to safer patient care with

# JCI NAVIGATOR

JCI Navigator is an on-line, simple to use solution that will provide your organization with:

- Data on your quality and patient safety maturity based on JCI’s evidence-based framework
- Access to a library of information and resources to direct improvement efforts
- Virtual engagement with JCI experts to bring the learnings to life
- Ability to monitor and track improvement progress over time

“JCI Navigator is valuable in igniting system-focused discussions among our team. The self-directed online evaluation helped us to understand where we stood according to JCI’s evidence-based framework. The scores made it easy to prioritise areas for improvement. Immediately, it inspired us to take specific actions, such as improving our Infection Control orientation programme for construction workers, which we executed within two weeks. Access to the education platform further enabled our longer-term actions with its rich tools and examples.”

– **Dr. Oviliani Wijayanti**, Clinical Programme Lead, Gleneagles JPMC Sdn Bhd, Brunei

# Who should use JCI Navigator?

Whether you are a small community hospital or large academic medical center, JCI Navigator is designed to work with hospitals who have yet to start or are just starting their quality journey.

## HOW DOES IT WORK?

---

Chart your journey to safer patient care — supported by JCI expertise every step of the way.



### EVALUATE

You and your team start by completing an organization-wide assessment developed by JCI experts to determine where you are on the quality maturity scale.



### EDUCATE

Based on the Evaluate results and recommendations, your team is directed to online educational modules created by JCI experts to address specific improvement areas. These modules enable “bite-sized” learning when needed. Set your pace for progress that is practical and sustainable for your organization.



### ENGAGE

Based on the Evaluate results and recommendations, your team is directed to online educational modules created by JCI experts to address specific improvement areas. These modules enable “bite-sized” learning when needed. Set your pace for progress that is practical and sustainable for your organization.



### MONITOR

Measure and benchmark your organization’s improvement progress by tracking your quality maturity via periodic Evaluate assessments.



“The senior management team at regional Hospital Group level also found the results from this exercise [JCI Navigator EVALUATE] useful as it provided a regional overview including common areas for improvement which the Group can support e.g. emergency management integration with community services and the sourcing of an emergency response training programme for our hospitals. Having the high-level overview for the Hospital Group highlighted hospitals who rated highly in one area where others may have scored lower, which facilitated sharing of policies and procedures etc. to develop the systems in the lower scoring hospitals.”

– **Adrian Bradley**, Quality Manager of HSE’s South/Southwest Hospital Group, Ireland

# What to Expect?

The JCI Navigator solution will help you implement quality improvements in a systematic way, resulting in safer patient care that is embedded throughout the organization.



The incremental, iterative process builds on its own success – the more your team sees it working, the more engaged and committed they become. Progress in performance leads to heightened pride in professionalism, which contributes to

better care outcomes, enhanced organizational cohesion, and patient and staff satisfaction. Your organization’s reputation in the health care marketplace will be elevated along with its operations.

“What was positive and exciting about this experience [JCI Navigator] was that once each hospital unit completed their assessment, they all became motivated and were asking the what if questions. What if we did continue the JCI Navigator journey and become JCI accredited?”

“The self-assessment tool [JCI Navigator EVALUATE] showed them that they were already on the journey, that they had implemented many of the standards. And there was no reason why they couldn’t go further.”

“I liken JCI Navigator to Google Maps. When you open Google Maps, you may not even know where you are standing. But, what JCI Navigator does is show you where you are standing. It provides you with a roadmap of where you want to go.”

– **Julie McCaughan**, Chief Quality and Nursing Officer, Siloam Hospitals, Indonesia



## Ten key Organizational Functions are assessed throughout JCI Navigator



### PROVISION OF CARE

Includes any patient care from the moment of triage and admission through post-discharge planning. Attention is focused on patient care processes, from gathering patient information to developing a plan of care to implementation, execution, and evaluation of the treatment interventions.



### PATIENT RIGHTS & EDUCATION

Refers to the organization's work to establish trust and open communication with patients and/or their families through the recognition of their rights and focusing on education to ensure provision of care meets their needs.



### SURGICAL & INVASIVE PROCEDURES

Includes various high-risk processes, such as surgery, invasive procedures, anesthesia and sedation. Also addresses the management of implantable medical devices.



### MEDICATION MANAGEMENT & USE

Includes all processes related to medication use in the hospital, ranging from formulary selection, medication ordering, medication administration, and monitoring medication effects.



### QUALITY MANAGEMENT

Refers to the use of data to help staff understand how to make real improvements that help patients and reduce risks, as well as how processes can be more efficient, resources can be used more wisely, and physical risks can be reduced.



### INFECTION PREVENTION & CONTROL

Aims to identify and reduce risk for acquiring and transmitting infection among patients, visitors, and staff, including infection prevention and control practices specific to the hospital's scope of services.



### GOVERNANCE & LEADERSHIP

Refers to oversight of the hospital, its staff, and processes. In order to provide safe patient care, a hospital must have an effective governing body and leadership team.



### FACILITY MANAGEMENT & SAFETY

Refers to the effective management of the organization's physical facility, medical and other equipment, and people to provide safe, functional, and supportive facilities for patients, families, staff, and visitors.



### MANAGEMENT OF STAFF

Refers to planning and management of staffing, recruitment, training of medical staff, nurses and other health professionals to fulfill its mission and meet patient needs.



### INFORMATION MANAGEMENT

Refers to the provision, coordination, and integration of communication amongst health care providers to provide patient care.

**Get started today!** To learn more about JCI Navigator or begin your quality improvement journey, contact JCI by email at [JCINavigator@jcrinc.com](mailto:JCINavigator@jcrinc.com).



#### HEADQUARTERS

1515 West 22nd Street  
Suite 1300W  
Oak Brook, Illinois 60523  
United States

**Voice** +1 630 268 7400  
**Fax** +1 630 268 7405

#### *Accreditation*

**Email** [jciaccreditation@jcrinc.com](mailto:jciaccreditation@jcrinc.com)  
**Voice** +1 630 268 4800

#### *Advisory Services*

**Email** [jciconsulting@jcrinc.com](mailto:jciconsulting@jcrinc.com)  
**Voice** +1 630 268 2900

#### ASIA-PACIFIC OFFICE

37th Floor  
Singapore Land Tower  
50 Raffles Place  
Singapore 048623

**Email** [jciasiapacific@jcrinc.com](mailto:jciasiapacific@jcrinc.com)  
**Voice** +65 6829 7208  
**Fax** +65 6826 4181

#### MIDDLE EAST OFFICE

P.O. Box 505018  
Bldg 27, Suite B503  
Dubai Healthcare City  
Dubai  
United Arab Emirates

**Email** [jcimiddleeast@jcrinc.com](mailto:jcimiddleeast@jcrinc.com)  
**Voice** +971 4369 4930  
**Fax** +971 4362 4951

#### JCI ACCREDITATION OFFICE IN CHINA

Unit 1538, Building C  
Beijing Yintai Center  
Jianguomenwai Avenue  
Beijing, China 100022

**Voice** +86 10 6563 7802

#### JCI ADVISORY SERVICES, EDUCATION, AND PUBLICATIONS JOINT VENTURE OFFICE IN CHINA

CRHG-JCI Hospital Management (Beijing) Co. Ltd.  
15 F Kunlun Center, Tower 5  
No. 9 Fuyi Street, Fengtai District  
Beijing, China

**Voice** +86 10 5936 3808

#### OTHER REGIONS

[jciafrica@jcrinc.com](mailto:jciafrica@jcrinc.com)  
[jciamericas@jcrinc.com](mailto:jciamericas@jcrinc.com)  
[jcieurope@jcrinc.com](mailto:jcieurope@jcrinc.com)  
[www.jointcommissioninternational.org](http://www.jointcommissioninternational.org)

#### YOU CAN FIND US ON

-  [facebook.com/jointcommissioninternational](https://facebook.com/jointcommissioninternational)
-  [@JCI\\_GoldSeal](https://twitter.com/JCI_GoldSeal)
-  [youtube.com/JCImedia](https://youtube.com/JCImedia)
-  [linkedin.com/company/joint-commission-international](https://linkedin.com/company/joint-commission-international)