



May 2016

JCI's CEO Visits Asia-Pacific Ministries of Health

This spring Joint Commission International's (JCI's) Chief Executive Officer Paula Wilson visited Jakarta, Indonesia; Kuala Lumpur, Malaysia; and Manila, Philippines to meet with the ministries of health, accredited organizations, and key stakeholders of each respective countries. This trip was the first time Wilson visited Jakarta and Manila in her capacity as the CEO of JCI. One of the key messages she expressed on her visit was JCI's commitment to work with local leaders to grow and improve the quality and safety of health care services in each country. She was accompanied by a team of JCI representatives, including Joyce Chang, director of JCI's Asia-Pacific Office, and Dr. Jacob Thomas, chairman of Ramsay Sime Darby Healthcare Group, president of the Asian Private Hospital Association, and a Joint Commission Resources board member.



Pictured: Meeting with the Indonesian Ministry of Health



Pictured: The JCI team pictured with Dr. Riady of the Lippo Group (Siloam)

As a part of JCI's ongoing commitment to helping Asia-Pacific health care organizations take even better care of their patients, we will hold two Foundations of Accreditation events this summer in [Jakarta](#) and [Manila](#). These events provide attendees with an introduction to JCI standards and continuous improvement methodologies.



Westergaard being interviewed at the conference

Pictured: Francine

Principal Consultants Francine Westergaard and Kornelia Fiausch spoke at the "IV International Conference on Quality and Risk Management in Healthcare" hosted by the Advanced Medical Technology and Education Center (AMTEC) in Kazan, Russia on April 19. Westergaard's keynote address delved into the benefits of JCI accreditation and Fiausch's interactive workshop addressed JCI's most challenging standards. The following day, they held a one-day educational program on JCI standards, the survey process, and preparing for a JCI accreditation survey.

Westergaard and Fiausch dined with the Minister of Health of Kazan, Russia, and the President of AMTEC.



From left to right: AMTEC General Director Leonid Galinsky, Francine Westergaard, Kornelia Fiausch, and the Minister of Health Kazan, Russia, Adel Vafin

JCI will debut a new, advanced event centered on hospital tracers. The Dubai Advanced Tracer Training seminar, 6-9 November 2016, will help you fully utilize the patient safety and continuous compliance benefits of the proven tracer methodology. Subscribe to JCI email updates [here](#) to learn more about the program as it develops.



Patient Safety Tip of the Month – Keeping team members involved during the Root Cause Analysis process

Projecting the Root Cause Analysis team's work using an LCD projector or displaying it on a large flat screen monitor during meetings is an effective way of keeping team members engaged. Also, using self-stick notes to construct Flow Diagrams and Cause-and-Effect Diagrams during meetings helps ensure everyone has the same level of knowledge about the event and allows efficient adjustment of diagrams as the understanding of facts changes with the addition of new information. Both techniques reduce the need for rework after the meeting, thus saving everyone time.

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