Your Progressive Journey to Safer Care
Chart a journey to safer

JCI NAVIGATOR

JCI Navigator is an integrated solution from Joint Commission International (JCI) designed to ignite interest in quality of care and empower hospitals around the world, regardless of their quality maturity, to make progressive advancements in providing safer patient care.

JCI NAVIGATOR IS AN ON-LINE, SELF-GUIDED SOLUTION THAT PROVIDES YOUR ORGANIZATION WITH:

- Data on your current quality maturity based on JCI’s evidence-based framework
- Access to an on-line learning management system with knowledge curricula to learn and direct improvement efforts
- Virtual collaborations with JCI experts to bring the learnings to life
- Ability to monitor and track improvement progress over time
Every health care provider wants to provide high quality and safe care to patients. Often, this goal may seem out of reach due to natural challenges such as:

- Lack of understanding on your organization’s current state when it comes to quality and patient safety
- Limited access to quality improvement and patient safety knowledge
- Lack of resources, such as talents or budget, to drive improvements
- No effective method to measure progress of improvements made
- Difficulty in sustaining improvement efforts

JCI Navigator, an easy-to-access quality management solution, is designed to help you and your team measure, learn, improve, and monitor your organization’s quality maturity. The Navigator will empower you and your team to:

- Ignite leadership and staff interest in quality and patient safety
- Identify specific areas for improvement to build a targeted but progressive improvement plan tailored to your organization
- Become the source of knowledge on how to drive improvements in your hospital
- Measure and demonstrate improvement progress

With JCI Navigator, you and your team, supported by the expertise of Joint Commission International, become the guides that direct your organization’s journey to higher levels of health care quality performance and safer patient care.
Who should use JCI Navigator?

Whether you are a small hospital or a large academic medical center, JCI Navigator is appropriate for any health care delivery organization – wherever you are in your quality improvement journey – because it will help you continually make improvements in a sustainable manner.

HOW DOES IT WORK?

JCI Navigator’s integrated service offering is self-directed for greater control and customization. You chart a course to improvements and achieve them – 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 (see diagram A).

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
You can use virtual collaboration to discuss issues with JCI experts to gain support and mentoring that will help you guide your organization to optimized implementation.

MONITOR
Measure and benchmark your organization’s improvement progress by tracking your quality maturity via periodic Evaluate assessments.
What are the outcomes?

By implementing these steps in a systematic way, providing safer patient care can become a practical, observable reality, owned and 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.

*NOTE: Completion of this program does not result in JCI accreditation. However, reaching Level 4 on the maturity scale may mean your organization should consider international accreditation.
Five Key Hospital Organizational Functions are Assessed through JCI Navigator 1.0

1. **PROVISION OF CARE**
   Includes any patient care from the moment of triage and admission through post-discharge planning.

2. **SURGICAL AND INVASIVE PROCEDURES**
   Includes various high-risk processes, such as surgery, invasive procedures, anesthesia, and sedation.

3. **MEDICATION MANAGEMENT AND USE**
   Includes all processes related to medication use in the hospital, ranging from formulary selection, medication ordering, medication administration, and monitoring medication effects.

4. **PREVENTION AND CONTROL OF INFECTION**
   Aims to help you identify and reduce risk for acquiring and transmitting communicable disease and infection among patients, visitors, and health care workers.

5. **GOVERNANCE, LEADERSHIP AND DIRECTION**
   Addresses the oversight of the hospital, its employees, and processes.

Get started today! To learn more about JCI Navigator or begin your quality improvement journey, contact JCI by email at JCINavigator@jcrinc.com.