The Road to High Reliability: An Ongoing Journey

Thursday, February 4, 2016 NEW
2:00 PM to 3:30 PM Eastern
1:00 PM to 2:30 PM Central
12:00 PM to 1:30 PM Mountain
11:00 AM to 12:30 PM Pacific
Available via live webcast.
Please visit www.JCRQSN.com for more information.

Joint Commission Resources Quality and Safety Network invites you and members of your staff to join us for this special and timely complimentary presentation.

Program Description
Despite serious and widespread efforts to improve the quality of healthcare, many patients still suffer preventable harm every day. Hospitals find improvements difficult to sustain, and they suffer “project fatigue” because so many problems need attention.

High-reliability science is the study of organizations in industries such as commercial aviation and nuclear power that operate under hazardous conditions, while maintaining safety levels that are far better than those of healthcare. Adapting and applying the lessons of high-reliability science to healthcare offers the promise of enabling hospitals to reach levels of quality and safety that are comparable to those of the best high-reliability organizations.

By combining The Joint Commission’s knowledge of healthcare organizations with knowledge from published literature and from experts in high-reliability industries and leading safety scholars outside healthcare, The Joint Commission has developed a conceptual and practical framework for assessing hospitals’ readiness for, and progress toward, high reliability.

This 60-minute program focuses on the value of creating a high-reliability organization and how The Joint Commission is committed to working with accredited organizations to take the necessary steps to achieve high reliability.

Objectives
After completing this activity, the participant should be able to:

- Identify the responsibilities of leadership to make high reliability the priority.
- Explain the online high-reliability organizational assessment and resource library, Oro™ 2.0, and the purpose of this resource.
- Discuss proven quality methods to systematically improve processes and avoid common, crucial failures.

Target Audience
This activity is relevant to the entire hospital and medical staff, particularly organization leaders, managers and supervisors, and staff responsible for performance improvement, patient safety, and risk management initiatives.

Presenters
Erin S. DuPree, MD, FACOG
Chief Medical Officer and Vice President
The Joint Commission Center for Transforming Healthcare

Coleen A. Smith, RN, MBA, CPHQ
Director, High Reliability Initiatives
The Joint Commission Center for Transforming Healthcare

For more information on viewing this program, please contact:

For complete program descriptions and links to online courses, please visit:

www.JCRQSN.com

The JCRQSN program is a monthly series of video conference training sessions produced by Joint Commission Resources (JCR) in partnership with The Wellness Network. The Wellness Network is the distributor of the series and has no influence on the content.

To learn more, please contact Customer Service at info@jcrqsn.com or call 1-888-219-4678.
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Continuing education credit for this activity is available only to current JCRQSN subscribers.
If you would like to learn more about subscribing to the Joint Commission Resources Quality and Safety Network, please call 1-888-219-4678 or send an email to info@jcrqsn.com.

Accreditation Information:

Accreditation Council for Continuing Medical Education (ACCME)
The Joint Commission is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. JCR takes responsibility for the content, quality, and scientific integrity of this CME activity. JCR designates this educational activity for 1.0 contact hour of AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

American Nurses Credentialing Center’s Commission on Accreditation (ANCC)
The Joint Commission is also accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. JCR designates this continuing nursing education activity for 1.0 contact hour.

Joint Commission Resources (JCR) is a provider approved by the California Board of Registered Nursing, provider number CEP 6381 for 1.0 contact hours.

National Association for Healthcare Quality (NAHQ)
This activity has been approved by the National Association for Healthcare Quality (NAHQ) for 1.0 Certified Professional Healthcare Quality (CPHQ) CE credit.

American College of Healthcare Executives (ACHE)
JCR is authorized to award 1.0 contact hour of pre-approved ACHE Qualified Education credit for this program toward advancement, or re-certification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or re-certification.

International Association for Continuing Education and Training (IACET)
The Joint Commission has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, JCR has demonstrated that it complies with the ANSI/IACET Standard, which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, JCR is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard. JCR is authorized by IACET to offer 0.1 CEUs for this program.

Certified Joint Commission Professional (CJCP)
This education offering qualifies for 1.0 CJCP credit hours towards CJCP recertification. In order to obtain CJCP credit hours, an individual must first be certified before they start acquiring CJCP credit hours. CJCP credit hours will not be retroactive.

Full attendance at every session is a prerequisite for receiving full continuing education credits. If a participant needs to leave early, their continuing education credits will need to be reduced.

Successful completion of this CE activity includes the following:
- View the presentation and read the accompanying Resource Guide.
- Complete the online Evaluation Form and Post Test.
- A CE certificate/statement of credit can be printed online following successful completion of the Post Test and the Evaluation Form.

For complete program descriptions and links to online courses, please visit: www.JCRQSN.com

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