

## Taking the Quality Journey: High Reliability

**Thursday, February 28, 2019 *NEW***

2:00 PM to 3:00 PM Eastern  
1:00 PM to 2:00 PM Central  
12:00 PM to 1:00 PM Mountain  
11:00 AM to 12:00 PM Pacific

Please visit [www.JCRQSN.com](http://www.JCRQSN.com) for more information.



### Program Description

The Joint Commission has developed a blueprint that healthcare organizations can use to deliver consistent excellence. While examples of excellence exist – such as beta blockers delivered at discharge to heart attack patients 98% of the time and the achievement of zero central line infections in many ICUs – serious preventable adverse events continue to occur.

Examples include:

- An estimated 40 wrong-site surgeries occur in healthcare organizations across the United States every week.
- Fires during surgery can burn patients.
- Infection control failures are unacceptably high.

The need for major improvements in healthcare safety and quality has never been greater. Achieving and maintaining consistently high levels of safety and quality over time and across all healthcare services and settings (high reliability) must be the goal.

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:

- Explain the role of leadership in making high reliability a top organizational priority.
- Identify the Five Components of a Safety Culture and related Leadership (LD) requirements.
- Describe the quality methods implemented by the featured case study organization.

### 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 (PI), patient safety, and risk management initiatives.

### Presenters

**Anne Marie Benedicto**

Vice President  
Joint Commission Center for Transforming  
Healthcare®

**Coleen A. Smith, RN, MBA, CPHQ**

Director - High Reliability Initiatives  
The Joint Commission Center for Transforming  
Healthcare®

**Janet Kraus MSN, RNC, LCCE, CJCP**

Senior Director of Accreditation and  
Standards  
Office of Regulatory Affairs  
NYU – Langone Health System

**Dawn Allbee, MA**

Executive Director-Customer Engagement  
Joint Commission Center for Transforming  
Healthcare®

**Maxine Simon, FACHE, CHC, CHPC**

Chief Regulatory Officer  
NYU – Langone Health System

**For more information on how to view this program, please contact:**

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

[www.JCRQSN.com](http://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](mailto:info@jcrqsn.com) or call 1-888-219-4678.*

## Taking the Quality Journey: High Reliability

### Accreditation Information

The Joint Commission is accredited by the Accreditation Council for Continuing Medical Education (ACCME-AMA PRA Category 1™), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

Note: No ACPE credit was provided for this program

The Joint Commission is provider approved by the California Board of Registered Nursing, provider number CEP 6381, for 1 contact hour.

The Joint Commission is authorized to award 1.0 contact hour of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification 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 recertification.

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

The Joint Commission Enterprise has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET).

This education offering qualifies for 1.0 Certified Joint Commission Professional (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, his or her continuing education credits will 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.

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