

# BIG IMPORTANT PROBLEMS REQUIRE BIG IDEAS AND BIG COLLABORATION:

THE JOINT COMMISSION AND DIZ-E DOCTORS ARE JUST THE BEGINNING

## TJC Mission:

*To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.*

## TJC Vision:

*All people always experience the safest, highest quality, best value health care across all settings.*

# WHAT IS THE PROBLEM?

- Recent studies show positive impact of increased attention to detail during survey period
- Survey impact needs to be expanded outside of survey periods
- Surveys seen as required bureaucracy instead of improvement opportunity
- Increasing transparency of findings expands survey effectiveness
- Large amounts of potentially useful data go unused
- Data stored in disparate systems with incompatible formatting
- Survey success has been connected to patient outcomes, but currently no easy way to leverage TJC survey data at the organizational level
- Must clearly link collaboration with outcomes to gain buy-in & overcome competing organizational initiatives

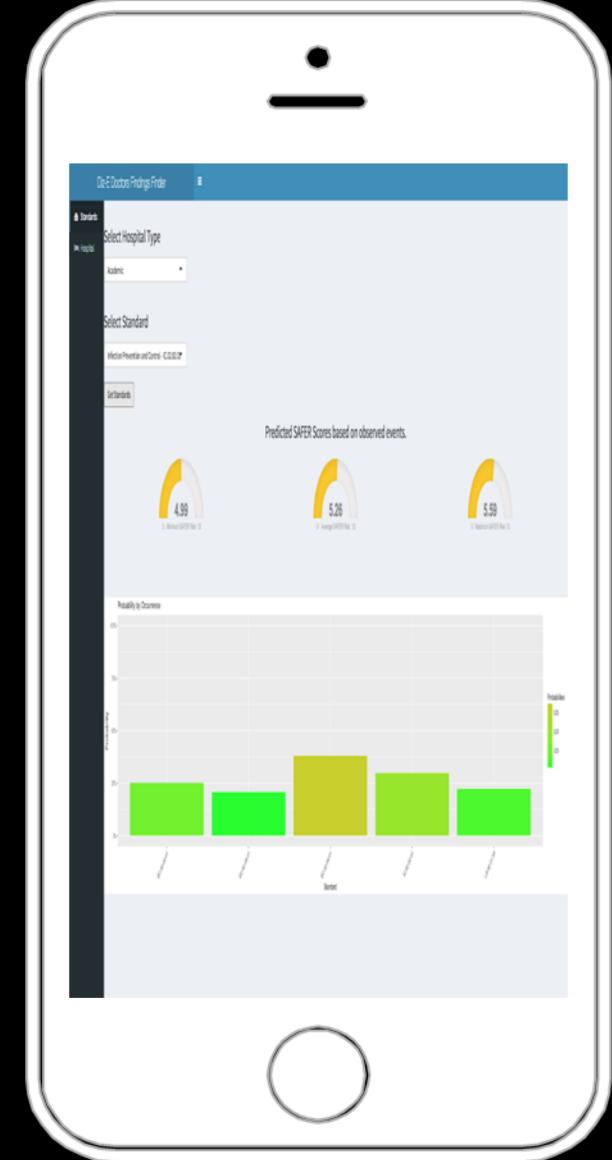
INCREASE  
TRANSPARENCY  
OF SURVEY DATA



INCREASE  
INCENTIVE TO  
COLLABORATE



Analytic Dashboard



Mobile App

# MODELING WHAT WE HAVE

- Cluster analysis revealed distinct result groups not differentiated by demographics but rather by findings. This suggests driver for these outcomes which may include:
  - Survey Year
  - Individual surveyor(s) responsible for survey
  - Hospital staffing mix
  - Absence of SAFER scoring program
- Modeling of findings as predictors resulted in a limited ability to predict an organization's survey SAFER score accurately. Survey results data is highly dimensional, creating unique challenges from a predictive modeling perspective that will require extended study.
- Number of program sites and findings was used to accurately predict hospital types, confirming the grouping identified in the cluster analysis. These predictions make it possible to identify findings to identify the types of findings that are most likely for their unique profile.

# CONCLUSIONS & WHAT IS NEXT

- The health care industry is filled with competing initiatives that are at odds with each other:
  - Providers are asked to produce better outcomes for less money
  - Suppliers operate in a free market that causes healthcare systems to put a finite cost on patient's lives
- By enabling collaboration, it will be possible to shift the paradigm from surveyor and surveyed to partners in the path to zero harm – the goal identified in our video presentation.
- This project sets the stage for continuous innovation with The Joint Commission that echoes their core mission and values – a tradition that began in 1951 and will continue on indefinitely.