

## Joint Commission National Patient Safety Goals

The overall mission of [Joint Commission](#) is to improve the safety and quality of patient care across all spectrums of our health care delivery system. Joint Commission requires that all of its accredited and certified healthcare clients track and report on specific quality improvement goals. Some of the most common of these goals include reducing the overall number of medication errors, reduce the number of patient falls, and reduce the incidence of wrong site surgeries to name just a few. Based upon on-going research and reported data from healthcare facilities, Joint Commission has established a set of national safety goals, specific to facility type, to focus attention on the specific issues that have the greatest impact upon patient safety. These National Patient Safety goals are reviewed on an annual basis by Joint Commission and periodically updated to reflect the most current data and research. Facilities design their quality improvement plans to address and focus on the national patient safety goals.

### [National Patient Safety Goal FAQs](#)

It is important to all healthcare professionals to be aware of potential patient safety issues and the standards of care developed to mitigate safety hazards. The following pages will provide you with a summarized list of the National Patient Safety Goals for Hospitals, Ambulatory Care Clinics, and Long Term Care Facilities.

### **Have concerns about patient safety in your workplace? Use the following helpful tips:**

- While employed by Randstad Healthcare, we want you to call us and let us know. Our on staff Clinical Liaison can get all of the details from you and work with the client to address your concerns.
- You may want to talk to your manager, supervisor, or department lead about your concerns.
- Your state's department of health may be able to help.
- You can call the Joint Commission which has established an anonymous complaint line that allows you to report a patient safety event or concern about a health care organization. They will either directly, or in concert with the local department of public health investigate the complaint.
  - Confidential phone: 800-994-6610
  - Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
  - Website: [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)
  - Fax: 630-792-5636
  - Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181
  - Include the following information:
    - The name and address of the organization.
    - Tell us about your concern in one or two pages.
    - Give us your name, address or e-mail address if you would like follow-up information sent to you