

# Spotlight on



## Joint Commission standards improve safety outcomes for Monarch North Carolina.

**Monarch North Carolina, a statewide mental health and human services agency, transitioned one of its clinics to a Certified Community Behavioral Health Clinic model of care in 2018. The clinic simultaneously partnered with The Joint Commission to improve safety outcomes and care quality.**

7fYUHX]b fYgdcbgYrc ]bWUgYXWa a i b]mbYYXgZf bYk 'a cXYgcZWFYz7Yfh]ÜX7ca a i b]m6YUj ]cfU < YUh ' 7 ]b]Wgf776< 7g.Ybg fYUWggrc WcfX]bUHXW'a dfY Ybgj YVY Uj ]cfU \ YUh WfY"Hy776< 7'a cXY Wb'cdh'a ]rY Ub'cf[ Ub]nLhcb]gWdYcZgfj ]WgZgU b[ 'dc ]WgUbXWfYWcfX]bU]cb UWj ]hYg"Fc[ Yh YZhcYgYg]bXfXg'fUgY h YVUf Zf h XY'j YfrcZW'a a i b]mhVgYXgYfj ]Wg"

A cbfWBcfh '7Uc ]bUZUg]hX]XYa YbH \ YUh UbX\ i a Ub'gfj ]WgU YbWZgYfj Yg'cj Y' & ZSS'dYcd Yk ]h '' ]bh' YM U UbXXYj Ycda YbH X]gU] ]hYgUbXg ddcf]ga YbH ]'bYggUbXg Vg]bWU] gY"Hy Ycf[ Ub]nLhcb' HfUbg]hcbYX] ]gG]b m7ci b]m]b]Wc h Y776< 7'a cXY UbXZci bX[ fYUhg Wgg]b W'a a i b]mk ]XYci H'Wa Yg"

5'cb[ k]h UXX]b[ 'dfc[ fUa g]rc UW]Yj Y9l YW]j YC WfZf'A cbfWBcfh '7Uc ]bUZbXA cbjei Y@ WgZA cbfW]gZfa Yf'J]W

DfYg]XbhcZ=b]m[ fUHx7UFYzg UFYXUci h]h YdfcWggUbXfYg 'g'cZ]a d'Ya Yb]b[ h YgYWUb[ Yg'FYUX

## The 11 Tenets of Safety Culture

Health care organizations can improve patient safety by creating a safety culture that is based on the following 11 tenets:

**To support health care organizations in implementing a safety culture, The Joint Commission has developed these 11 key tenets within its safety culture framework:**

# **A New Framework for Understanding Safety Culture**

## Using the Tracer Methodology to inform improved practices

- HFUMF'A YhcXc`c[nU`ckgei U]lma UbU Ya YbhgU`lc Z`ck UgYM]UWU]Ybhg`ci fbYrhfci [\`hY`YU`h WfYggha ž]b`cfXf`lc hfUW`ei U]lm]gg YgžgU]m]gg YgUbXY`WwrcZdc`]W]gUbXdfcWxi fYg`"
- HFUMF'A YhcXc`c[mā dck YfXA cbUFWBcfh`7Ufc`]bUlc`]Xbh]ZmX]U]b]W]g]b WfYUbXUXfYgg`h Ya`]b U]ha Yma UbbYf`" HFUMF'A YhcXc`c[nmWYwgdYfZfa UbWU U]bghVch`>c]bh7ca a ]gg]cb`g]UbXfXgUgkY`cf[Ub]n]h]cbU`ei U]lm]g]LbXfXg"

## Continual Readiness

Monarch North Carolina also collaborated with The Joint Commission to implement continual readiness measures, including

- 8Y Ycd]b[ U7cb]bi U`FYUX]bYggHMa`
- FY[i`U`m]di V]g]b[ ]bZfa U]cbU`bYk`g`YHf]gZf`gU`
- 7cbXi W]b[ hfUMf`i dXU]g`UbXg`ddcfh`
- 9b[U]b[ ]b`Ía ]M`c`Yuf]b[ g]`k`]W`Wa a i b]W]YXi g]Z` ]bZfa U]cb`lc`h`YHMa` ]b`i`ghUZk`a ]bi`H]g`

Learn more about the difference The Joint Commission made for Monarch's move to the

