

Good example of case study on the joint commission

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1. Describe at least three stakeholders in the Joint Commission process. (100 words)

Since the Joint Commission process aims at evaluating health and administrative indicators in different health centers for improving health quality, stakeholders like clinical professionals, hospitals, and consumers are taken into account. On one hand, clinical professionals and hospitals provide information and allow supervision, while at the same time receive feedback from the Joint Commission process in order to improve (The Joint Commission, 2011). On the other hand, consumers also contribute by providing their point of view on the matter, and will potentially receive a better service from this input (The Joint Commission, 2011).

2. Provide ONE example of how any one of the stakeholders has a special interest in TJC activities.

About three years ago, the Joint Commission was chosen as an independent organization to determine how technology could lead to mistakes in the health process and how to prevent these situations. In this sense, the Health Information Technology community is the stakeholder interested in this activity. Sentinel events related to technology (e. g. hardware or software) were sent to the Joint Commission for evaluation (" Joint Commission to Study HIT Risks", 2013). Some of the inspected devices were dispensing systems and implanted devices, while software applications included speech recognition or health record systems (" Joint Commission to Study HIT Risks", 2013). The results demonstrate that errors could be due to wrong medication, wrong treatment, wrong dose, or wrong-site surgery, and they are commonly under-reported. Specific error examples include misspelling of

a drug name, or indicating a drug to an allergic person (" Joint Commission to Study HIT Risks", 2013). The conclusion is that technology is just an aid, but not even the most state-of-the-art technology can avoid human errors (" Joint Commission to Study HIT Risks", 2013).

References

The Joint Commission [The Joint Commission]. (2011, Jan 25). Joint Commission Center For Transforming Healthcare [video file]. Retrieved from https://www.youtube.com/watch?v=3D28GF_mRC8&feature=youtu.be

" Joint Commission to Study HIT Risks." Hospital Peer Review. AHC Media L. L. C. 2013. Retrieved December 03, 2014 from HighBeam Research: <http://www.highbeam.com/doc/1G1-344907214.html>