

# High Quality, Safe Care for All

Improving healthcare quality and safety means understanding and addressing the differences in health outcomes experienced by various patient groups within healthcare settings. This requires using insights gained through experience and observation to better meet patient needs and consistently deliver excellent care. Quality standards from Joint Commission help healthcare organizations identify gaps in care, track progress, and implement focused strategies to ensure every patient receives effective, timely, and personalized treatment.

## Background

A key strategy for improving healthcare quality and safety is addressing the differences in outcomes across various patient groups. In January 2023, Joint Commission introduced a *National Performance Goal (NPG)™* focused on improving health outcomes for all. New performance standards now require accredited organizations to evaluate and take action to close outcome gaps for all.

## Standards

**Joint Commission's Excellent Health Outcomes for All NPG, developed with broad stakeholder input, directs organizations to:**

- Designate an individual(s) to lead activities to improve health outcomes for all patients
- Assess patients' health-related social needs (HRSNs) and inform patients about community resources and support services
- Identify differences in the care provided across patient populations by stratifying quality and safety data using the socio-demographic characteristics of their patients
- Take action to improve health outcomes for all, monitor and report progress



# Rationale

- Hospitalized patients of color, women, veterans, people living in poverty, people with a disability, and other communities often experience worse health outcomes and may face barriers to high quality care. For example:
  - The maternal mortality rate for Black women is four times higher than that of non-Hispanic white women.
  - Black, Hispanic, and female patients with pulmonary embolism have longer hospital lengths of stay, are less likely to undergo catheter-directed thrombolysis, and have higher odds of mortality and major bleeding compared to white male patients with the same condition.
  - Research shows that women diagnosed with cardiovascular disease receive less intensive screening and treatment and are less frequently scheduled for cardiac procedures compared to men. Diagnostic accuracy is also lower in women than in men.
- Data collected by Joint Commission show organizations are meeting this NPG through a broad range of activities, often through community partnerships, enhanced resources and services, training and education, referrals, and follow up care to address differences in healthcare outcomes.



## Related Activities

- In 2024, Joint Commission released the demographic data quality report to help accredited organizations evaluate the quality of the race, ethnicity, and payer data submitted for electronic clinical quality measures (eCQMs).
- In 2023, Joint Commission added the excellent health outcomes for all requirements to its Behavioral Health Care and Human Services and Ambulatory Health Care accreditation programs.



Scan for more information on NPGs\* or visit  
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\*National Patient Safety Goals are now a part of the National Performance Goals.