

# Start your journey to zero harm

LEADING *the way to* ZERO™

What organizations can do to make health care harm a thing  
of the past

LEADING  
the way to

0

Ensure  
leadership is  
committed to a  
goal of zero harm



Develop and  
adopt a safety  
culture



Incorporate  
process  
improvement  
tools and  
methodologies in  
your work



Demonstrate  
how everyone is  
accountable for  
safety and  
quality