

NEWS RELEASE

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FOR IMMEDIATE RELEASE

Joint Commission Center for Transforming Healthcare Appoints Director of Customer Engagement

(OAKBROOK TERRACE, Illinois – January 24, 2018) The Joint Commission Center for Transforming Healthcare announces the appointment of Dawn R. Allbee, MA, as director of customer engagement.

As a leading expert in high reliability, Allbee will work closely with health care organizations who are engaged with the Center to achieve high reliability and zero harm. In this highly visible role, she will lead workshops and present the Center's work across the country for health care leaders interested in developing high reliability through Robust Process Improvement® (RPI®) within their organizations. She also will work closely with C-suite leaders at organizations already partnering with the Center to expand and build on their successes. Allbee reports to Anne Marie Benedicto, MPP, MPH, who is the Center's vice president.

Most recently, Allbee served as director of RPI at The Joint Commission, leading RPI deployment within The Joint Commission to train staff and implement widespread use of RPI methods toward achieving strategic and operational goals. The Joint Commission, the Center and its participating organizations use RPI methods and tools to improve the quality and safety of health care. RPI includes the use of Lean Six Sigma and change management and other performance improvement methodologies to drive results toward high reliability.

“As an experienced Robust Process Improvement leader with The Joint Commission, Dawn has the insight to assist health care organizations and leaders that partner with the Center for Transforming Healthcare to implement RPI to assist them on their journey to high reliability and zero harm,” said Benedicto. “As both a certified

Master Change Agent and Green Belt, Dawn has worked with health care organizations for many years, including training leadership teams in change management and helping them build their own process improvement programs.

“She also co-led projects focused on preventing avoidable hospitalizations for heart failure patients and improving safety culture. I’m thrilled to welcome Dawn to work full time in the Center, and I am confident that the organizations we work with will benefit from her knowledge and experience.”

Allbee earned her Master of Arts and Bachelor of Arts degrees in Communication from Eastern Illinois University, in Charleston, Illinois. Her appointment was effective January 7.

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The Joint Commission Center for Transforming Healthcare

Created in 2008 as a nonprofit affiliate of The Joint Commission, the [Joint Commission Center for Transforming Healthcare](http://www.centerfortransforminghealthcare.org) aims to solve health care’s most critical safety and quality problems. The Center’s participants – some of the nation’s leading hospitals and health systems – use a systematic approach to analyze specific breakdowns in care and discover their underlying causes to develop targeted solutions that solve these complex problems. In keeping with its objective to transform health care into a high reliability industry, The Joint Commission shares these proven, effective solutions with the more than 21,000 health care organizations it accredits and certifies. Health care organizations have made significant advances in quality – and even better results are now achievable. Health care organizations and The Joint Commission are working together to improve systems and processes of care. Learn more about the Center at www.centerfortransforminghealthcare.org.