Making Health Care Better *Together*

COLLABORATORS:
Alabama Hospital Association
Alliant Health Solutions
Comagine Health
Georgia Hospital Association
KFMC Health Improvement Partners
Konza

HIGH RELIABILITY ORGANIZATION (HRO)   COACHING PACKAGE

Purpose: Use the evidence-based best practices and resources below to create quality improvement action plans.

Category	Best Practices/Interventions	Links to Resources and Toolkits
Culture Assessment	Agency for Healthcare Research and Quality (AHRQ) Survey on Patient Safety Culture (SOPS™)	https://www.ahrq.gov/sops/surveys/hospital/index.html
Leadership	Leading a Culture of Safety: A Blueprint for Success	https://www.ihi.org/resources/publications/leading-culture-safety-blueprint-success#downloads (download)
	The Benefits of High-Reliability in a Value-Based Payment Environment (Premier, 2018)	https://premierinc.com/downloads/Premier-Inc_The-Benefits-of-High-Reliability-in-VBP_HealthLeaders.pdf
	Five Ways to Sustain the Gains from High Reliability (blog) (Premier, 2019)	https://premierinc.com/newsroom/blog/five-ways-to-sustain-the-gains-from-high-reliability
	Leading in Tough Times: A Resilience Playbook (Cynosure, 2023)	https://app.box.com/s/viwvnq35xv5fpmzaiuwgldm55yxdkxmc/file/1331570382741
Just Culture and Always Events	What is Just Culture? Changing the way we think about errors to improve safety and staff satisfaction	https://www.brighamandwomensfaulkner.org/about-bwfh/news/what-is-just-culture-changing-the-way-we-think-about-errors-to-improve-patient-safety-and-staff-satisfaction
	The Promise and Practice of a Just Culture	https://healthcareexecutive.org/archives/march-april-2020/the-promise-and-practice-of-a-just-culture
	Always Events: A Toolkit	https://www.ihi.org/resources/tools/always-events-tool-kit#downloads (download)
	Always Events: Make the Patient the Focus	https://www.patientsafety.com/en/blog/always-events-make-the-patient-the-focus
HRO Framework	The Framework for High-Reliability Healthcare	https://www.vizientinc.com/our-solutions/care-delivery-excellence/reliable-care-delivery (download the white paper)
	A Framework for Safe, Reliable, and Effective Care	https://www.ihi.org/resources/white-papers/framework-safe-reliable-and-effective-care#downloads (download)
	Reliability Culture Implementation Guide	https://www.mha.org/Portals/0/Documents/MHA%20Keystone%20Center/Tools/reliability-culture-implementation-guide.pdf
Learning Systems	Adverse Events, Near Misses, and Errors (AHRQ, 2019)	https://psnet.ahrq.gov/primer/adverse-events-near-misses-and-errors
	AHRQ Learning from Defects	https://www.ahrq.gov/hai/cusp/toolkit/learn-defects.html

Category	Best Practices/Interventions	Links to Resources and Toolkits
Process Improvement Tools	A Look at Six Sigma's Role in Improving Healthcare	https://www.villanovau.com/articles/six-sigma/six-sigma-improving-healthcare/
	Fishbone (Cause and Effect) Diagram (Alliant HQIC)	https://quality.allianthealth.org/wp-content/uploads/2021/07/Fishbone-Diagram-Worksheet_AHSHQIC-TO3H-21-871_11.5.21_508.pdf
	Patient Safety Essentials Toolkit. Download these nine essential tools to guide your organization in improving patient safety and delivering safe, reliable care. Tools include FMEA, SBAR, root cause analysis, daily huddles, and more.	https://www.ihi.org/resources/tools/patient-safety-essentials-toolkit#downloads
	RCA2: Improving Root Cause Analyses and Actions to Prevent Harm (IHI, 2015)	https://www.ihi.org/resources/tools/rca2-improving-root-cause-analyses-and-actions-prevent-harm#downloads
	Failure Mode and Effects Analysis	https://asq.org/quality-resources/fmea
	What is Six Sigma?	https://asq.org/quality-resources/six-sigma
	What is LEAN? Problem-Solving Templates	https://www.lean.org/explore-lean/what-is-lean/ https://www.lean.org/events-training/forms-templates/
	PDSA Worksheet	https://quality.allianthealth.org/wp-content/uploads/2021/07/HQIC-Small-Test-of-Change-PDSA-Worksheet_AHSHQIC-TO3H-21-870-11.5.21_508-V2.pdf
Staff Education and Training	High Reliability Training Programs. Includes costs. (Joint Commission Resources)	https://www.jointcommissioninternational.org/what-we-offer/high-reliability/high-reliability-training/
	Leadership Engagement Toolkit: Multidisciplinary Team Training & Skill Building	https://www.dvidshub.net/video/643341/leadership-engagement-toolkit-multidisciplinary-team-training-skill-building
Case Studies	Becoming a High Reliability Organization	https://www.cincinnatichildrens.org/research/divisions/j/anderson-center/safety/methodology/high-reliability
	Leadership Support in Highly Reliable Pressure Injury Prevention	https://www.youtube.com/watch?v=7jIofK8LY-g&list=PL1t1eQb-vK0QdiM3GAzRJ2zj3KzvD9Pg0H&index=2

Other/Professional Association Websites

1. Three Misconceptions About High Reliability in Healthcare (blog) (Premier, 2019)
https://premierinc.com/newsroom/blog/three-misconceptions-about-high-reliability-in-healthcare

2. Survey Findings: Barriers to Achieving High Reliability in Healthcare (download) (Premier, 2019)
https://offers.premierinc.com/WC_QR_HRO-Survey-Report_2019_03_08_Landing-Page.html?utm_source=premier&utm_medium=&utm_content=whitepaper&utm_campaign=WC_QR_HRO-CDO-Survey_2019_02_28

3. Age-Friendly Health Systems
https://www.ihi.org/initiatives/age-friendly-health-systems

4. Integrating Clinical and Cultural Data: A New Frontier for Performance Improvement

https://www.beckershospitalreview.com/integrating-clinical-and-cultural-data-a-new-frontier-for-performance-improvement-2.html

Webinars and Recordings

1. Spreading Bundle Tools and Resources on High Reliability Culture was recorded on Dec. 7, 2023, and features presenters from Hospital Quality Improvement Contractors (HQICs) and leading hospitals. (CMS)

https://qioprogram.org/events/spreading-bundle-tools-and-resources-high-reliability-culture

2. High Reliability Leadership Learning Module Series (HQIN, 2023)

https://hqin.org/resource/high-reliability-leadership-learning-module-series/

3. The High Reliability Organization (HRO) Video Series was developed for healthcare providers, nursing home and hospital staff, and leadership to share what it means to be an HRO and how that relates to health care organizations. (TMF Networks, 2023)

- Vignette 1: Introduction to HRO Framework

- Vignette 2: HRO Culture

- Vignette 3: Knowledge

- Vignette 4: Learning System

- Vignette 5: HRO Leadership

- Vignette 6: HRO Other Considerations

Visit the Alliant HQIC Website for More Resources, Webinars, and Success Stories

Alliant HQIC website

Subject Matter Expert

Karen Holtz, MT(ASCP), MS, CPHQ
Education Lead, Alliant Health Solutions
Karen.holtz@allianthealth.org

quality.allianthealth.org