

Facts about Oro™ 2.0 High Reliability Organizational Assessment

Many patients still suffer preventable harm and experience health care across the continuum that is far from excellent. The high reliability journey in health care creates conditions that can transform the industry. The Oro™ 2.0 High Reliability Organizational Assessment allows senior leaders in a hospital to evaluate their readiness for, and advancement toward, high reliability. Oro also enables organization leaders to gauge the level of maturity their organization is at on the high reliability journey, and the goal of zero preventable harm.



The Oro™ 2.0 High Reliability Organizational Assessment

The Assessment consists of a series of questions for senior leaders to reflect upon and come to consensus on where they believe their organization is at today. Results of the assessment indicate the organization's level of maturity across 14 areas of performance.

The Oro™ 2.0 High Reliability Organizational Assessment:

- Is a guiding force for enterprise transformation.
- Provides crucial, leading indicator information about strengths, opportunities, and potential investment strategies for achieving high performance.
- Can be repeated to assess the organization's high reliability journey over time.
- Is not a benchmarking tool.
- Seeks to incorporate multiple domains to inform an organization's journey.
- Is a look in the mirror for a team, as transformation has to be internally driven.

Oro™ 2.0 Resource Library

The Resource Library provides references and tools that will help users across the organization learn more about high reliability in health care. The Resource Library provides the essential reading and foundational education that leaders across an organization need in today's rapidly evolving health care environment: how to lead change and not just react to, or manage change. The Resource Library will grow over time with increased learning about high reliability in health care.

How to access Oro™ 2.0

All staff at accredited hospitals and critical access hospitals can access Oro™ 2.0 through the Joint Commission Center for Transforming Healthcare's [website](#), or can be granted access through the hospital's Joint Commission primary accreditation contact through Joint Commission Connect.

These are the levels of access:

- **Resource Library user:** Anyone from a Joint Commission-accredited organization can view the references and tools in the Resource Library.
- **Team member:** Access is for senior leaders and board members who participate in the organization's Assessment, with the ability to view results and use the Resource Library.
- **Oro™ 2.0 administrator:** Has access to the entire application, with the ability to coordinate and set up Assessments, view results, use the Resource Library and create an action plan. Typically, the administrator is the vice president or director of quality, or an executive assistant. It is recommended that administrator access be limited to one or two people.

The Assessment and Resource Library are **complimentary to Joint Commission domestic customers**, and **separate from accreditation**. *Surveyors do not have access to data in Oro™ 2.0.*

The Joint Commission Center for Transforming Healthcare's mission is to transform health care into a high reliability industry, in which every patient receives excellent care, every time.

For more information

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