High Reliability in Health Care

Training Programs

Sustainable solutions customized to your organization’s needs
Leadership commitment to zero preventable harm, a culture of safety and effective process improvement are essential components on the journey to high reliability in health care. Achieving high reliability in health care through Robust Process Improvement® (RPI®) methodologies can lead to dramatic improvements in patient care, business operations, and financial performance. The Joint Commission Center for Transforming Healthcare’s High Reliability in Health Care Training Programs offer a disciplined, practical approach that brings new stakeholders to the table and sustainable solutions to the most persistent problems in health care that go far beyond the walls of the hospital.

**HIGH RELIABILITY IN HEALTH CARE TRAINING PROGRAMS**

*Sustainable solutions customized to your organization’s needs*

**Partnership to High Reliability**

*3+ year Engagement/CEs Available*

Work with the Joint Commission Center for Transforming Healthcare (the Center) to build and strengthen the high reliability domains of leadership and performance improvement through engagement with leadership and staff. This program includes a facilitated high reliability self-assessment, Oro™ 2.0; intensive training in Robust Process Improvement® (RPI®); and implementation of system-wide programs that focus on zero harm, patient and employee safety, quality, and the patient experience.

*Core Components:*
- Steps to Building a Sustainable Program
- Leadership Commitment and Action Training
- RPI® Training in Lean Six Sigma and Facilitating Change™
- Oro™ 2.0 Assessment
- TST® Superuser Training
- RPI® Certification for Green Belts, Black Belts, Change Leaders and Master Change Leaders
- RPI® Program Development and Sustainment
- Coaching and Mentoring

**RPI® Training for Green Belts or Change Leaders**

*2-3 year Engagement/CEs Available*

A comprehensive program that includes training in Lean Six Sigma and Change Management methods and tools. Partner with the Center to develop a self-sustaining Green Belt or Change Leader program, and design training for selected Black Belts in Lean Six Sigma and Facilitating Change™ or for selected Master Change Leaders in Facilitating Change™ and Advanced Meeting Facilitation.

*Core Components:*
- Leadership Training
- RPI® Program Design for Sustainability
- Train Initial Sets of Local Experts
- Train the Trainers
- Training Projects
- RPI® Certification
- Coaching and Mentoring
Leadership Change Management Training
4+ month Engagement/CEs Available

This engagement includes Leaders Facilitating Change™ training and Meeting Facilitation training. Participants will learn how Facilitating Change™ complements process improvement methods, and develop meeting planning and facilitation skills that will result in highly effective and productive meetings.

Core Components:
- Plan Your Project
- Inspire People
- Launch the Initiative
- Support the Change
- Meeting Preparation Skills
- Meeting Facilitation Techniques and Strategies
- Follow Through Best Practices

Oro™ 2.0 High Reliability Organizational Assessment Facilitation
1.5 Day Engagement

The Oro™ 2.0 High Reliability Organizational Assessment allows senior leaders in a hospital to self-assess their stage of maturity in 14 areas of performance that are critical for advancing from low-to-high reliability and the goal of zero preventable harm. Oro™ 2.0 is a discovery process that generates a series of comprehensive reports which focus on organizational strengths, growth opportunities and target areas. The continued use of Oro™ 2.0 allows an organization to track progress over time on the journey to highly reliable health care.

Core Components:
- Consensus Meeting Preparation and Facilitation
- Interviews with Organizational Leadership
- Results Analysis and Summary Presentation to Senior Leadership Team
- Guided Development of Action Plan with Senior Leadership

Targeted Solutions Tool® (TST®) Superuser Training
6+ month Engagement/CEs Available

The TST® is an online application that guides an organization through an improvement project using RPI®, a critical component of high reliability. Key participants will be trained as TST® Superusers, and learn how to launch TST® initiatives and spread the approach across the organization. Currently, TST®s are available for Hand Hygiene, Hand-Off Communications, Safe Surgery and Preventing Falls.

Core Components:
- Leadership Training
- Train Local Experts
- Coaching and Mentoring

Additional educational programs and workshops are available. For more information, email dallbee@jointcommission.org
For more information about High Reliability in Health Care Training Programs, email dallbee@jointcommission.org

Join the journey to high reliability in health care.
Let the Joint Commission Center for Transforming Healthcare guide you every step of the way.