High Reliability in Health Care

“\[quote\]
The road to high reliability is an ongoing journey. It’s a commitment to patient safety and the way we deliver quality health care.
\[quote\]

Mark Chassin, MD, FACP, MPP, MPH,
President and Chief Executive Officer of The Joint Commission
High Reliability in Health Care

- Many patients still suffer preventable harm and experience health care across the continuum that is far from excellent.

- A goal of zero preventable harm.

- Safety is the highest priority.

- The focus on safety leads to improvement across the care continuum.
High Reliability in Health Care

- Improves organizational effectiveness
- Improves organizational efficiency
- Improves customer satisfaction
- Improves compliance
- Improves organizational culture
- Improves documentation
High Reliability in Health Care
Model: 3 Domains

Leadership

Safety Culture

Robust Process Improvement

Chassin MR, Loeb JM. *Milbank Quarterly* 2013;91(3):459-90
High Reliability Maturity Model: Components

Leadership Commitment
- Board
- CEO/Management
- Physicians
- Quality Strategy
- Quality Measures
- Safe Adoption of IT

Adoption of Safety Culture
- Trust
- Accountability
- Identifying Unsafe Conditions
- Strengthening Systems
- Assessment

Robust Process Improvement®
- Methods
- Training
- Spread

Stages of Maturity: Beginning ➔ Developing ➔ Advancing ➔ Approaching
Provides crucial, leading indicator information about strengths, opportunities, and potential investment strategies for achieving performance.

- Incorporates and reflects performance across multiple domains.
- A guiding force for enterprise transformation.
- A look in the mirror.
- Not a benchmarking tool.
- Assess progress on the high reliability journey over time.
An online application available for accredited hospitals that contains:

- **Organizational Assessment**
  - 49 questions with branching logic for senior leadership
  - Evaluates level of maturity in 14 components within Leadership Commitment, Safety Culture, Performance Improvement

- **Resource Library**
  - More than 125 Educational References and Tools
  - Includes Action Plan template
Access Varies by Role

- **Resource Library User**
  - Anyone in organization

- **Team Member**
  - Senior leadership team involved in Oro™ 2.0 Assessment
  - Have access to Resource Library

- **Oro™ 2.0 Administrator**
  - Set up and coordinate Oro™ 2.0 Assessment for senior leadership team
  - Can grant access to others
Quick Access via the Website

www.centerfortransforminghealthcare.org
Access through Joint Commission Connect

- **WHO:** All JC Connect users
- **WHAT:** automatic Resource Library Access
- **WHERE:** JC Connect > Resources and Tools
Access through Joint Commission Connect

- WHO: Primary Accreditation Contact and CEO
- WHAT:
  - Oro™ 2.0 Administrator rights
  - Grant access to others
- WHERE: JC Connect site > Security Admin
Oro = Gold

High Reliability = The Gold Standard in Health Care

Gold Standard = Everything we do at The Joint Commission - from accreditation to tools and resources - is with the gold standard in mind
Join the Journey to High Reliability... the **Gold Standard** in Healthcare

Promo Packets Include:
- ✔ Postcard
- ✔ Fact Sheet
- ✔ Flyer
- ✔ PPT Slides

Available at:
[centerfortransforminghealthcare.org/oro](http://centerfortransforminghealthcare.org/oro) or e-mail [oro2.0@jointcommission.org](mailto:oro2.0@jointcommission.org) for more information.