

What is a High Reliability Organization?

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It is a hospital where patients always receive exactly the care they need, and the care is provided in systems that have no inefficiencies or waste.

Moving a hospital toward becoming a High Reliability Organization (HRO) is a process of evolving through “stages of maturity” within 3 basic domains:

- **Leadership**
- **Safety culture**
- **Process improvement**

The domain of Safety Culture covers many aspects, and is probably the most critical and most difficult to achieve. People may think of safety as only “environmental” safety such as fire routes, ligature risks, sharps, etc. These things are important, but a safety culture also includes our attitudes, perceptions, competencies and patterns of behavior.

The following statements describe attributes that are pre-sent in a culture of safety:

- **Leaders/supervisors take ownership for setting the climate and focusing the work.**
- **Teamwork is the foundation for daily practices.**
- **Recognizing and reporting unsafe behaviors, conditions, and processes are crucial.**
- **Errors are seen as valuable information.**
- **Fostering openness, learning and improvement is an overarching strategy.**
- **Employees speak and act in a respectful and professional manner to co-workers and patients.**

The Superintendent stated in the July 31st newsletter that “each of us can be positive agents of change”. Each of us can take that step. Make a personal commitment to begin adopting the above attributes. By working together we can allow a positive safety culture to flourish moving LSH closer to becoming a High Reliability Organization.