GREATER NEW YORK HOSPITAL ASSOCIATION — GNYHA

CLINICAL QUALITY
FELLOWSHIP PROGRAM

United
Hospital Fund
Improving Health Care
for Every New Yorker

Creating High-Reliability in Healthcare Organizations
March 18, 2022

Objective:

o Review principles of high reliability and their relevance to the health care setting
o Define key components of successful high - reliability organizations
o Demonstrate ways to practically apply HRO skills and behaviors: principles into practice

Reading:

- Gamble, M. "5 Traits of High Reliability Organizations: How to Hardwire Each in Your Organization." Sept 18, 2015. Accessed thru https://www.beckershospitalreview.com/hospital-management-administration/5-traits-of-high-reliability-organizations-how-to-hardwire-each-in-your-organization.html

- Chasin, M, Loeb, J. High-Reliability in Health Care: Getting There from Here. The Milbank Quarterly. Sept 2013 : Volume 91.

- Frankel A, Haraden C, Federico F, Lenoci-Edwards J. A Framework for Safe, Reliable, and Effective Care. White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017.