

ABOUT US

The Hospital Association of Rhode Island (HARI) launched a statewide initiative to eliminate all-cause preventable harm using High Reliability science in 2015.

The goal of the High Reliability Collaborative is to reduce all-cause preventable harm and empower hospitals to become High Reliability Organizations, creating cultures with a relentless focus on safety.

HARI welcomes the opportunity to engage others in collaboration in this transformative work.

FOR MORE INFORMATION, please contact Gina Rocha, MPH, RN at 401-443-2803 x304 or ginar@hari.org



COURSE OFFERINGS

LEADERSHIP TRAINING

Leadership sessions teach the science of safety and behaviors and practices of High Reliability Organizations (*for hospitals, LTC, and ambulatory organizations*).

TRAIN-THE-TRAINER

After leadership training occurs with hospitals, individuals are chosen from those organizations who embody a commitment to High Reliability. Those are the trainers of the next generation of High Reliability participants.

WORKER SAFETY

Take care of the staff who take care of our patients. Worker Safety and Worker Engagement: A High Reliability Approach discusses behaviors, techniques, and measurement for worker safety, as used by other high reliability hospitals that are farther along their journey.

ROUNDING TO INFLUENCE

Rounding to Influence is for leaders who want to learn how to be more effective up on the units, when they are coaching staff and reinforcing behaviors.

FAIR AND JUST ACCOUNTABILITY

Fair and Just Accountability is for anyone who manages people. The course trains staff how to use the Performance Management algorithm and why Fair and Just Accountability is important to creation of a safety culture.

CAUSE ANALYSIS

Cause analysis teaches staff how to evaluate events, patterns of events, and causes of events, and then helps staff ascertain how to implement solutions.

SAFETY EVENT CLASSIFICATION

The Safety Event Classification (SEC) System provides common definitions and an algorithm for the classification of safety events.

USING HIGH RELIABILITY TO IMPROVE THE PATIENTS' EXPERIENCE

Participants learn how High Reliability principles are used at the bedside to enhance patient satisfaction and increase consumer empowerment.

eliminate harm
focus on
high reliability
Patient Safety



Welcome to the
RHODE ISLAND
HIGH RELIABILITY
COLLABORATIVE

Patient Safety



PATIENT SAFETY

Our Top Priority



DESPITE the large amount of effort and resources expended by hospitals and those in healthcare to improve patient safety, medical errors continue to occur in the United States. Patient safety remains an opportunity for improvement.

Providing safe, high-quality care to patients is the mission of every hospital in Rhode Island. It is the number one priority of nurses, doctors, CEOs, and members of hospital boards. The hospital community in Rhode Island understands that continuous improvement is necessary, and is implementing positive change through High Reliability.

PROVIDING SAFE, HIGH-QUALITY CARE
TO PATIENTS IS THE MISSION OF EVERY
HOSPITAL IN RHODE ISLAND.

RHODE ISLAND'S HIGH RELIABILITY COLLABORATIVE

HARI OVERSAW THE implementation of High Reliability in hospitals in Rhode Island. A multi-phased structure was developed for the rollout. After an initial diagnostic assessment at each hospital, a comprehensive curriculum was distributed to all hospitals. Education was administered by HARI, with the opportunity for the hospitals to augment the common training with their own individualized training.

After initial CEO education and broader-based High Reliability boot camp sessions for senior leaders,



key hospital safety and quality contacts helped design the toolkit of High Reliability leadership strategies and safety behaviors that would comprise the Rhode Island initiative.

The statewide initiative structure, group contracting, member engagement, schedule of education classes, reinforcement at the hospitals, supporting members-only website and listserv, data collection process, and communication was centralized and overseen by staff at HARI.

HIGH RELIABILITY

HOSPITALS IN RHODE ISLAND

have embraced High Reliability Science and are on the journey to become High Reliability Organizations (HROs), complex, high-risk organizations that deliver the right outcomes each and every time. High Reliability uses behaviors, leadership, and accountability to provide additional safety nets for systems that are high risk.



Factors associated with HROs include a preoccupation with failure, a reluctance to simplify interpretations, sensitivity to operations, a commitment to resilience, and deference to expertise.



High Reliability has been used by many other industries that need to manage high risk, including the aviation industry, the nuclear power industry, and the U.S. Navy. What they have in common is the possibility that a single human error can have catastrophic consequences.