**Oro™ 2.0 High Reliability Organizational Assessment**

Dear Colleague *(or preferred introduction),*

As part of our work with the *MHA-IHA Keystone Center Hospital Engagement Network (HEN 2.0),* our senior leadership team has been asked to complete the Oro™ 2.0 High Reliability Organizational Assessment. The assessment is based on the High Reliability Maturity Model developed by the Joint Commission Center for Transforming Healthcare (CTH). Detail information regarding the model can be found, [here](http://www.jointcommission.org/assets/1/6/Chassin_and_Loeb_0913_final.pdf).

Shortly you will receive an email from [oro2.0@jointcommission.org](mailto:oro2.0@jointcommission.org) with instructions and next steps for completing the assessment individually. This assessment will take you approximately 20-30 minutes to complete. I ask that you prioritize this activity to assure completion by the due date, \_\_\_\_\_\_\_\_\_ *(date to be set by CEO & Oro 2.0 facilitator).*

Following our individual completion of the assessment, we will meet as a senior leadership team to complete the High Reliability Organizational Assessment by consensus. This two-hour meeting will be held from \_\_\_\_\_\_\_\_\_\_ (start time) to \_\_\_\_\_\_\_\_\_\_\_ (end time) on \_\_\_\_\_\_\_ *(date)* in \_\_\_\_\_\_\_\_\_ (*meeting location)*.

It is important to note while the Assessment was created by the CTH, completion of this assessment is separate from Joint Commission accreditation. Surveyors will not have access to our organization-specific data. **Our aim is to have the High Reliability Organizational Assessment, by consensus, completed and submitted to CTH by August 31st, 2016.**

I ask for your active participation and ongoing involvement in our organization’s journey to high reliability. Completion of this baseline assessment – both individually and as a group - is a critical step as we place high priority on quality and patient safety in our organization.

[CEO Signature]