

SPECIAL EDITION: Journey to High Reliability

January 2017

Welcome to a special issue of our HIIN Newsletter focused entirely on our high reliability programming. The journey to becoming a high reliability organization (HRO) is a cornerstone of the HIIN program, and one that we want to ensure all members are aware of and engaged in.

We will be co-hosting a webinar with The Joint Commission Center for Transforming Healthcare Tuesday, January 24 from 12-1pm. ALL HIIN hospitals are strongly encouraged to join.

If you have any questions about engaging in high reliability programming, please contact [Adam Kohlrus](#) and [Brigette DeMarzo](#).

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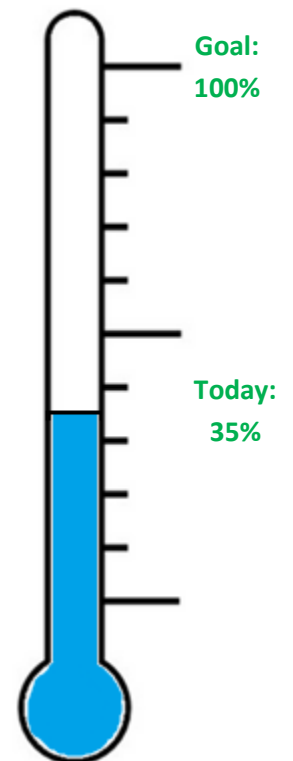
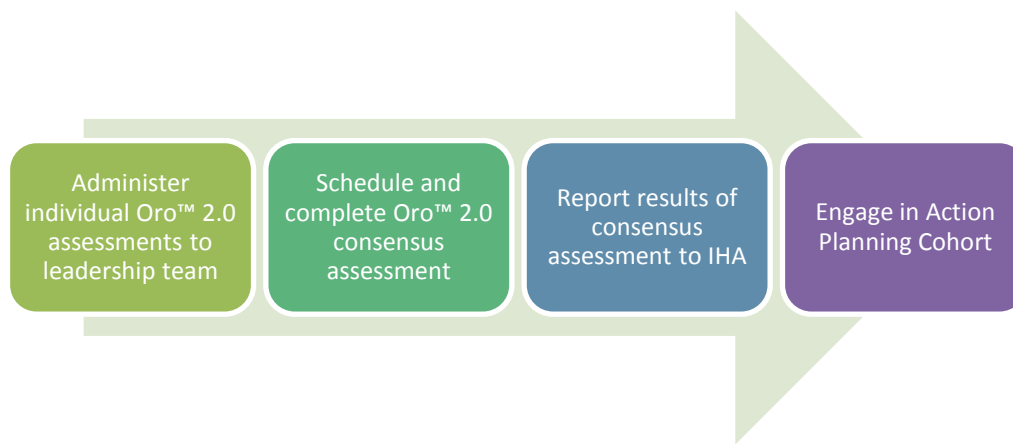
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WHAT'S NEW THIS MONTH

High Reliability Programming Overview

It is essential that all participating HIIN hospitals engage in the journey to high reliability. [High reliability organizations](#) (HROs) are ones that succeed in maintaining very high levels of quality and safety (e.g. zero defects) in the face of extremely complex and high-risk systems. In order to achieve zero patient harm, healthcare must make a concerted effort to embark on this quest.

In the Great Lakes Partners for Patient's HIIN, there are several key checkpoints in HRO programming. **In order to get started, your organization needs to complete the Oro™ 2.0 assessment. So far, 45 hospitals (35%) have completed their assessment.**



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Oro™ 2.0 Webinar – Join us!

We know many hospitals are new to the HIIN, and many who participated with us in HEN 2.0 do not know very much about our high reliability programming and the Oro™ 2.0 assessment process.

We will be reviewing the entire Oro™ 2.0 process, **including next steps for action planning**, in an upcoming webinar hosted by the CTH team. No matter if you are new to the HIIN, or have completed your consensus assessment, you are **strongly encouraged** to join us for a jointly hosted call with [The Joint Commission Center for Transforming Healthcare](#) (CTH) on Tuesday, January 24 from 12-1pm.

During this call, we will discuss:

- A brief overview of the high reliability model
- Introduction to Oro™ 2.0, including a demonstration focusing on how to access and set up an assessment
- Consensus facilitation basics
- Available resources for completion
- Preview of action planning engagement in HIIN

Call-In Information:

1. Please dial toll free number: 800-351-4871
2. Enter participant passcode: 57206367#

Online Portion:

Please click on the following link and sign in as a guest: <http://jointcommission.adobeconnect.com/cthr/>

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Oro™ 2.0 Assessment

The Oro 2.0 assessment is a 49 question branching logic questionnaire, developed by the CTH, that is intended to give executive and high-level leadership teams the opportunity to assess their organization's HRO development across fourteen different domains in leadership, safety culture, and robust process improvement. The [Oro™ 2.0 assessment](#) sets the direction for your organization's involvement in HRO-related programming. Completing this can be completed, **usually within one month**, with the assistance of the IHA, in the following steps:

1. Talk to your leadership about starting the Oro™ 2.0 process.
 - [This video](#) is an extremely helpful resource; consider it your "elevator speech" and pitch to your teams to get them engaged in this opportunity.
 - **The support of your CEO is critical in this process.** Your CEO and other executive leadership should help you identify the team to bring together to conduct the assessments.
2. Identify the team who will be taking the assessment.
 - Spent some time sharing with them [information about the Oro™ 2.0 process](#).
 - Explain the two-step process of the assessment (individual first, consensus second) to prepare them for the sequence of events.
3. [Create an Oro™ 2.0 profile](#) on the CTH website
 - This opportunity is open to **all** HIIN hospitals, whether you are accredited by The Joint Commission or not. If you are not accredited by The Joint Commission, [contact the CTH team](#) to create a login profile.
 - Taking the Oro™ 2.0 assessment has **no impact on your accreditation status**.
4. Once you create an Oro™ 2.0 profile, send out individual assessment links to the leadership team that will be engaging in the assessment.
 - If individuals delete their links on accident, you can re-send them an email through the Oro™ 2.0 portal.
 - These links are individual-specific and cannot be forwarded! If you run into technical difficulties, please [contact the CTH team](#).
5. Begin to schedule a 2½ hour block of time to complete the consensus assessment.
 - **The IHA team has been trained by the CTH in facilitating the consensus assessment, and is willing to come to your facility at any time to assist in administering the consensus assessment. Please email [Adam Kohlrus](#) or [Brigitte DeMarzo](#) to schedule your assessment with the IHA team.**
6. Conduct the consensus assessment.
7. Review results with IHA team and identify next steps for HIIN engagement and action planning.

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Tri-State HRO Webinar Series

Michigan, Wisconsin and Illinois are all partnering together to embark on this year's HRO webinar series with the CTH. Webinars will occur monthly featuring national subject matter experts and a review core principles of HRO.

You can use [this link](#) to register for any or all of the 2017 monthly content webinars. Webinars will be held one Tuesday per month at 9am.

Our first event will be held on Tuesday, January 31 at 9am on "Effective Leadership and Psychological Safety." You are encouraged to forward registration to your senior leadership teams as well as your quality department to engage as many individuals as possible in these foundational education events.

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Oro™ 2.0 Action Planning

Action planning will take center stage in 2017 as we transition our Illinois cohort through the Oro™ 2.0 assessment process. **In order to engage in programming later this year, it will be essential that you complete your consensus assessment as soon as possible.**

Coaching calls will be created around the HRO themes of leadership, safety culture, and performance improvement. Upon review of your Oro™ 2.0 results with your senior leadership team, you will be able to identify which of these three tracks you would like to engage in. We will release a special announcement when these tracks are open for enrollment.

Coaching calls will begin in April 2017. In order to enroll, you must have completed your Oro™ 2.0 consensus assessment.

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HRO On-Demand Education

As we transition to our new HIIN contract, we have updated the resources we have posted on our [HRO webpage](#). On-demand webinars are available and provide an excellent foundation in the fundamentals of HRO. Feel free to share within your quality department and across your organization to begin to build a common language and awareness of HRO in your facility.

We will continue to update this page as more resources become available.

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For additional information please visit our [website](#).
If you have any questions please contact [Adam Kohlrus](#) or [Brigette DeMarzo](#).