High Reliability in Healthcare: Journey to Becoming a Highly Reliable Organization

The IHA and our member hospitals have long taken pride in our leadership position on patient safety and quality improvement. Highly Reliable Organizations (HROs) are organizations that manage safety hazards extremely well and do so consistently over extended periods of time. **High reliability in healthcare** signifies an excellent quality of care is consistently delivered for every patient, every time with a commitment to zero preventable harm. The road to high reliability is an ongoing journey. It’s a commitment to patient safety and the way we deliver quality health care.

In support of Illinois hospitals transitioning into HROs, IHA is partnering with the **Joint Commission Center for Transforming Healthcare** to provide **HRO programming** and resource support. The IHA/Center for Transforming Healthcare High Reliability program is a commitment of hospital CEO and senior management teams, including the CMO, CNO, CFO, COO, human resources leader, and quality/patient safety leaders.

Oro™ 2.0 is an online organizational assessment with resources designed to guide hospital leadership throughout the high reliability journey, specifically within the areas of:

- Leadership Commitment
- Safety Culture
- Performance Improvement

The discoveries made throughout the Oro™ 2.0 process help organizations identify their high reliability maturity level and opportunities for improvement to drive meaningful action planning.

We have begun the Oro 2.0 High Reliability journey with a number of HEN 2.0 hospitals, and are excited to continue this process in the Hospital Improvement and Innovation Network (HIIN). If you are interested in hearing more about this process, please contact Adam Kohlrus (akohlrus@team-iha.org) and Brigette Bucholz (bbucholz@team-iha.org).

**You can also check out our website** where additional resources are posted.