High Reliability Component Descriptions

Domain	Component	Description
Leadership	Board	The governing board of an organization sets the focus for the organization which may range from emphasis on regulatory compliance to varying involvement in quality and safety to committing to the goal of high reliability.
	CEO/Management	The CEO's involvement in quality improvement can vary from delegation of these activities to setting the goal of zero for the organization with in depth involvement in quality and safety planning.
	Physicians	Physicians are essential to the success of quality initiatives, both in leadership and participation.
	Quality Strategy	An organization's strategic plan sets the importance that quality holds within the organization and may vary in importance and position in the priorities set by an organization.
	Quality Measures	Quality measures may range from those required by outside entities to organization specified measures that are made transparent and included in staff reward systems.
	Information Technology	The health IT services department's involvement in quality support activities can vary from minimal support to use of safe adoption principles as being integral to sustaining improved quality.
Safety Culture	Trust	Establishment of trust among caregivers is integral to improved quality and safety. Organizations are at various stages in the efforts to adopt codes of behavior that are self-policing and effectively eliminate intimidation.
	Accountability	Organizations are at various stages of establishing equitable disciplinary procedures and a safety culture that supports personal accountability.
	Identifying Unsafe Conditions	Efforts to improve safety can range from a retrospective analysis of adverse events resulting in patient harm to the reporting and analysis of close calls and unsafe conditions resulting in the ability to correct such situation before they harm patients.
	Strengthening Systems	Organizations vary in their ability to identify and address the safety systems or defenses that are most in need of improvement. These abilities may range from retrospective analysis of isolated events to prospective analysis across many harm events and close calls.
	Assessment	The establishment of a fully functional safety culture plays an important role in the journey to high reliability and organizations will vary in how this progress is measured and improvements are undertaken.
Process Improvement	Methods	The quality improvement methods used by an organization can vary from lack of a formal approach to the adoption of a full suite of modern process improvement tools.
	Training	Organizations provide varying levels of training in performance improvement to staff inside and outside of the quality department.
	Spread	The use of robust process improvement tools and methods within an organization will vary from focused use within the quality department to widespread use throughout the organization for all improvement work.