

**High Reliability Maturity Model**  
**Leadership Domain Actions**

<b>Component/Actions</b>	<b>Currently Doing</b>	<b>What Progress Has Been Made?</b>	<b>Plan to Start Doing</b>
<b>Board:</b>			
Board Education on Quality and Safety			
Placement of Quality & Safety on Board Agenda (at the beginning)			
Board involvement in rounding			
<b>CEO:</b>			
Organizational Safety Huddles (5 d/week, 7 d/week)			
Leadership WalkRounds			
Reverse Rounds			
Adopt a Unit			

Component/Actions	Currently Doing	What Progress Has Been Made?	Plan to Start Doing
<b>Physicians:</b>			
Physicians with dedicated time/resources to support Performance Improvement			
Physician Education on QI/Safety			
Physician leadership in Performance Improvement			
<b>Quality Strategy:</b>			
Are QI/Safety Plan and Org priorities/Strategic Plan aligned?			
Zero harm identified as the primary goal/core value/strategy			

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<b>Quality Measures:</b>			
Disseminate and display unit-specific measurement data internally (e.g. via Visual Management Boards)			
Quality and safety data is shared publically via website			
Include patients and families in event reporting process			
<b>Safe Adoption of I.T.</b>			
Complete SAFER guidelines self-assessments:			
○ IT interfaces			
○ Patient identification			
○ CPOE			