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The journey to high reliability in healthcare

In this three-part Modern Practice podcast episode, Dr. Tomas Villanueva welcomes Dr. Allan Frankel and Katerie Chapman from Vizient to explore the concept of High Reliability Organizations (HROs) and the Vizient Safe and Reliable Healthcare approach to helping healthcare organizations achieve and sustain high reliability.

Episodes

- **Episode 1:** An introduction to high reliability as the combination of failure-free work over time and a mindful mindset among employees. High reliability in healthcare is crucial for managing complexity, reducing unwarranted variation and ensuring patient safety. The guests discuss the challenges faced in healthcare and highlight the need for standardized processes and a culture of continuous learning and improvement. Listen to episode 1 (Duration: 10:32)

- **Episode 2:** A look at the challenges of sustaining improvement in healthcare and the importance of embedding high-reliability principles into the organization, aligning executive leadership and articulating alignment to the organization's vision. Training and education for all team members, along with celebrating improvements and sharing learnings, are crucial to sustaining high reliability. Listen to episode 2 (Duration: 14:02)

- **Episode 3:** The role of culture in high reliability is explored. A healthy culture is essential for creating a learning system where continuous improvement and patient safety are prioritized. The guests discuss the significance of Just Culture and psychological safety in encouraging reporting and learning from mistakes. The Vizient approach involves assessing an organization's culture, identifying strengths and improvement opportunities, and developing a customized roadmap for transformation. Listen to episode 3 (Duration: 10:30)

Questions? reliability@vizientinc.com

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