

# SOLUTION: High Reliability Organization (HRO) Team



## PURPOSE

This team works to develop the organization's culture and processes as it related to delivering high quality and safe services.

## TEAM LEADER/FACILITATOR

The HRO Team is chaired by a leader. A leader with a history of achieving high quality and safety would be a good choice. The HRO Team chairperson serves as a member of the organization's Steering Team. It is advisable that the HRO Team chairperson makes a multi-year commitment to serve as the chairperson as this consistency is helpful for team success. However, if a Chairperson is not able to re-commit or is not effective in the role, the Steering Team should facilitate the replacement of the Chairperson. A vice-chairperson could be also utilized if the organization chooses.

## TEAM MEMBERS

The remaining team membership is made up of employees. Not every department will have an employee on the Team, but a cross section of departments should be represented. Ask team members at the start of each year to re-commit to the team and its responsibilities. If unable to re-commit, the member should be replaced by the team. It is optimal to have a level of stability/longevity on the team as well as a level of membership change on the team over time.

### Qualities of Team Members:

- Believes in, and supports, that these changes/improvements are necessary and important to the success of the organization.
- Willing and able to follow through on action assignments.
- Committed to role modeling the quality/safety and behavior standards that are expected of everyone in the organization.
- "High performers" who want to be part of a high performing team and organization.
- Able to work in a group.



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## TEAM NAME

The Team, as an early team action item, will likely want to rename the team (unless they prefer the name “High Reliability Team”). Consider yourself the Avengers of Safety for your organization! You are a mighty team and deserving of a mighty name! One that rolls off the tongue when passing a fellow super hero in the hallway 😊 “Are you coming to the Safety Squad today?” Have Fun!

## TEAM RESPONSIBILITIES:

- Analyzes and communicates the results of the organization’s quality/ safety efforts and the results of safety culture survey(s).
- Develops action plans for improving processes and culture based on quality/safety findings.
- Develops Recognition Programs (associate-to-associate, Associate Awards, recognition bulletin boards, etc.) related to quality/safety.
- Recommends new ways to improve quality/safety based on the feedback and input from employees, leaders, patients, visitors, family members and physicians.
- Conducts rounds in the organization to assess the environment and culture that patients receive care in and employees work in. Uses this as a part of their ongoing assessment, planning and evaluation.
- Coordinates with the Steering Team as it relates to quality/safety training for employees and/or leaders.
- May need to utilize additional sub-teams, ad hoc groups or task forces to address specific quality/safety initiatives. Frequently, we see “Super Teams” utilized (a combination of the patient experience, and nursing or clinical teams) to elevate safety and quality initiatives.
- Develop organization-wide awareness campaigns related to quality/safety initiatives (e.g., reporting, blame-free culture, etc.)
- Keep up-to-date on current literature, High Performance Work Practices and Evidence Based Practices related to the culture of Quality/Safety (e.g., article reviews, etc.). Great recommended resources are TEAMstepps, AHRQ, IHI.

