

Quality and Safety Framework

Becoming a High-Reliability Hospital

How do we get there?

Where We Are

Systems and processes are characterized by inefficiencies related to:

- 1. Standardization of care
- 2. Integration of evidence-based practices
- 3. System/Process variability

MACRO

Structure/ Process

- Integrate expectations at hiring
- Evidence-based practices/standardization
- Capitalize on technology
- Reinventing Patient Care Councils

Where We Want To Be

A hospital characterized as consistently delivering the safest and highest quality care – a high-reliability hospital

Leadership

- Define/demonstrate core values
- Find problems and fix causes (system/process)
- Reinforce and build accountability

Enablers /
Strategies
for
Prevention

Direct Care/ Service

MICRO

- Integrate safety behaviours and continuous quality improvement education
- Know and adhere
- Encourage and acknowledge

MESO