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

Where We Want To Be
A hospital characterized as consistently delivering the safest and highest quality care – a high-reliability hospital

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

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

Direct Care/Service
• Integrate safety behaviours and continuous quality improvement education
• Know and adhere
• Encourage and acknowledge

Enablers / Strategies for Prevention

MICRO
MESO

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