

# READY RELIABLE CARE IN ACTION



READY  
RELIABLE  
CARE ANYTIME.  
ANYWHERE.

DHA  
Defense Health Agency

## Learn how high reliability principles apply to **Administrative, Management, and Business Operations staff**

The MHS is committed to Ready Reliable Care that delivers top outcomes for all patients and staff. To achieve its readiness and health mission, the entire organization must adopt reliable behaviors and processes. The following scenarios show how MHS personnel embody the seven Ready Reliable Care principles in their daily work.



PREOCCUPATION  
WITH FAILURE



SENSITIVITY TO  
OPERATIONS



DEFERENCE TO  
EXPERTISE



RESPECT  
FOR PEOPLE



COMMITMENT TO  
RESILIENCE



CONSTANCY OF  
PURPOSE



RELUCTANCE TO  
SIMPLIFY



### Preoccupation with Failure

**Drive zero harm by anticipating and addressing risks**

The Traumatic Brain Injury (TBI) Center of Excellence and National Intrepid Center of Excellence embody **Preoccupation with Failure**. They help patients, providers, and the public understand the signs and risks of untreated TBI. These centers promote research, leading clinical tools, and public education which support TBI prevention, early identification, and treatment. Such efforts improve outcomes for beneficiaries diagnosed with TBI.



### Sensitivity to Operations

**Be mindful of how people, processes, and systems impact outcomes**

Logisticians and program budget teams work together to provide high-quality equipment in military medical treatment facilities (MTFs). These teams apply **Sensitivity to Operations** in the purchase of new equipment and maintenance of existing equipment. This requires attention to MTF staff needs, supply chain logistics, budgeting, scheduling, and patient impact.



### Deference to Expertise

**Seek guidance from those with the most relevant knowledge and experience**

The Training and Education, Strategic Communications, and Information Operations branches show **Deference to Expertise**. These teams rely on subject matter experts to inform training and education materials, develop content for patient outreach, and design knowledge-sharing platforms. Similarly, program leads defer to training, communications, and technology teams for guidance. These teams can help program leads deliver products and engage key stakeholders to support program goals and, ultimately, improve patient outcomes.



## Respect for People

*Foster mutual trust and respect*

Human Resources (HR) uses **Respect for People** when placing the right people in the right positions. HR fosters a culture of trust and respect by supporting talent management, civilian recruitment, and staff retention. At each MTF, high-performing staff are recognized, trained, and placed in leadership roles. These strategies support excellence in mission delivery.



## Commitment to Resilience

*Leverage past mistakes to learn, grow, and improve processes*

Facilities and operations staff showed **Commitment to Resilience** during the COVID-19 pandemic by adapting MTF processes. To limit the spread of the virus, MTFs adjusted patient and staff entry points. Some facilities established drive-thru pharmacies, constructed temporary immunization clinics, and monitored the temperature of visitors prior to entering.



## Constancy of Purpose

*Persist through adversity towards the common goal of zero harm*

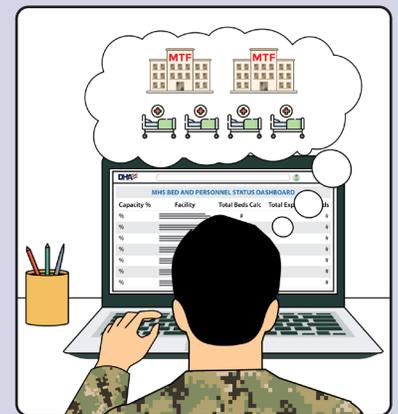
IT staff demonstrate **Constancy of Purpose** through the MHS-wide rollout of a standard electronic health record, MHS GENESIS. Implementation continues despite the ongoing MHS Transition, IT infrastructure challenges, and the COVID-19 pandemic. MHS GENESIS will provide a single, centralized health record for service members, veterans, and their families. It supports common goals across the MHS, DOD, and Department of Veterans Affairs, including harm reduction and improved efficiency.



## Reluctance to Simplify

*Strive to understand complexities and address root causes*

MTF leaders demonstrate **Reluctance to Simplify** in assessing local conditions to understand the facility and patient factors that shape health and readiness. For example, the COVID-19 pandemic compelled the MHS to coordinate patient and staff needs across facilities. The MHS Bed and Personnel Status Dashboard offers a look into the real-time monitoring of MTF staffing needs and inpatient occupancy levels. Accounting for these complexities MHS-wide supports the best possible outcomes in every facility.



All MHS staff impact the success of each patient encounter. Whether interfacing with beneficiaries on the front line, managing access to MTF equipment and supply lines, conducting cutting-edge medical research, or supporting education and training efforts, staff play an important role in shaping and maintaining the MHS' reputation as a ready, reliable health system.



Find Ready Reliable Care resources for staff on our public website at [health.mil/ReadyReliableCare](https://health.mil/ReadyReliableCare).