

# READY RELIABLE CARE IN ACTION



READY  
RELIABLE  
CARE ANYTIME.  
ANYWHERE.

DHA  
Defense Health Agency

## Learn how **health care providers and clinical staff** contribute to a ready and reliable MHS

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*

When preparing supplies for an upcoming surgery, a nurse notices that one of the surgical packs is not properly sealed. He demonstrates **preoccupation with failure** by removing the pack, alerting the patient safety manager, and reporting the incident through the appropriate channels. To avoid future patient harm, the team carefully examines other surgical packs for damage and contacts their supplier to learn more about the source of the problem.



### Sensitivity to Operations

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

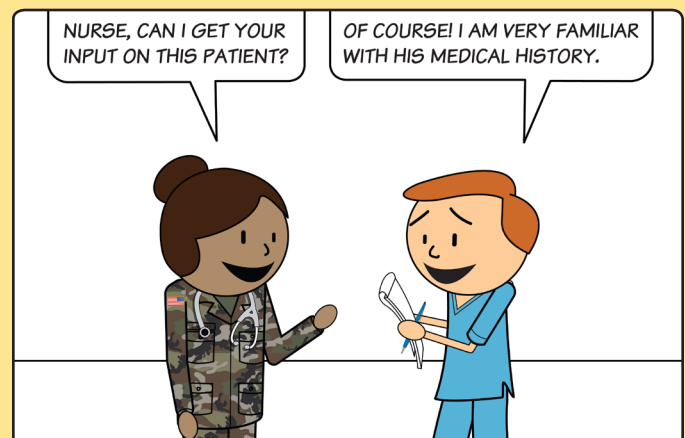
A patient is not responding to treatment as expected. When the bedside nurse attempts to enter this update into the electronic health record, she realizes a technical issue is preventing information from being sent to the provider. The nurse demonstrates **sensitivity to operations** by utilizing an existing work-around, such as a paging system, for communicating this time-sensitive update. She then reports this incident through the appropriate channels to avoid future complications.



### Deference to Expertise

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

An inpatient physician diagnoses a patient. She demonstrates **deference to expertise** by contacting the nurse practitioner who normally cares for that patient. She asks the nurse about the patient's medical history, health literacy, and specific health needs to inform a treatment plan.





## Commitment to Resilience

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

Several nurses notice an increased infection rate among patients within their department. After further investigation, they identify poor hand hygiene as a primary cause. In response, the hospital director demonstrates **commitment to resilience** by launching a hand-washing campaign. This program educates all personnel and patients on best practices while encouraging them to hold each other accountable. Patients are encouraged to speak up and ask their providers about hand hygiene.



## Respect for People

**Foster mutual trust and respect**

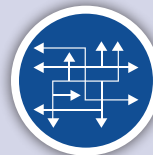
A medical student is invited to join a patient consult with the attending physician. After reviewing the patient's records, the student voices concern that an underlying medical condition is being overlooked. The attending physician demonstrates **respect for people** by acknowledging the medical student's concerns and actively reviewing alternative diagnoses during rounds.



## Constancy of Purpose

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

A department head fosters **constancy of purpose** by publicly recognizing staff members who prevented a potential patient harm event. She presents safety awards during department meetings to highlight outstanding work and has implemented a program that encourages peer-to-peer recognition.



## Reluctance to Simplify

**Strive to understand complexities and address root causes**

A patient is given the wrong medication. The pharmacy technician demonstrates **reluctance to simplify** by investigating the source of the problem to understand and address all potential points of failure (e.g. mislabeled medication, poor communication among staff, inaccurate medical record). She reports the incident through the appropriate channels.

