

# Creating High Reliability Organizations

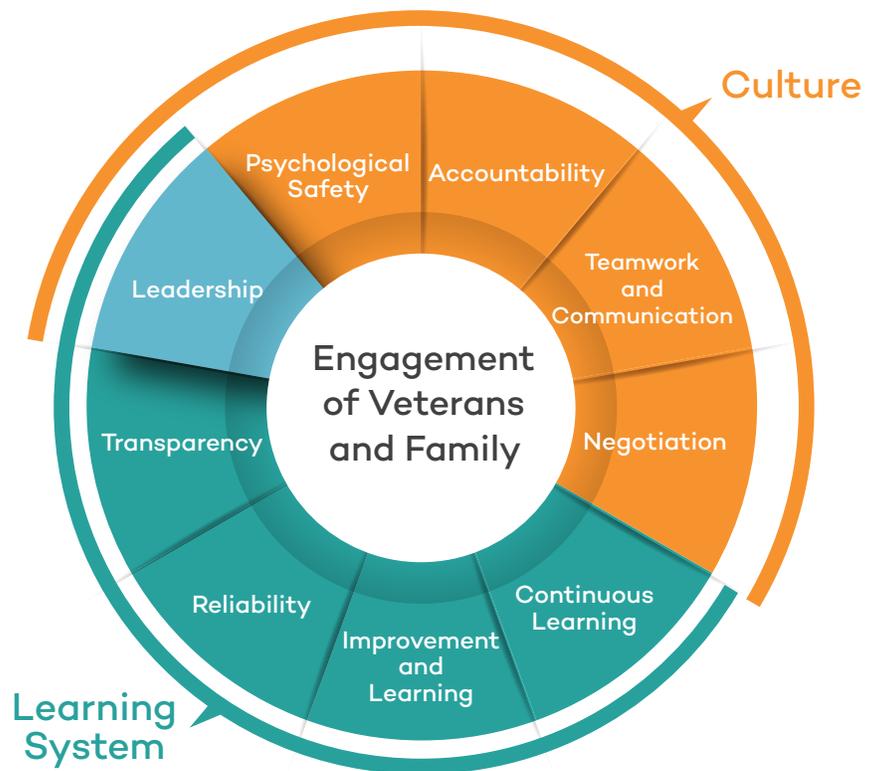
Cognosante delivers innovative services, IT solutions, and program support for modernization and systems integration to help healthcare systems become high reliability organizations (HRO). We take the unique needs of varying healthcare systems into account and create tailored solutions that achieve efficiency in reaching a jointly defined vision for patient safety.

Cognosante supports HRO transformation in our nation's largest healthcare systems. Our approach includes building a culture of patient safety, a data-driven platform for continuous process improvement, a team-oriented approach to care, and leadership commitment to safety. We help our customers implement these key HRO principles to achieve the goal of zero preventable harm.

## OUR METHODOLOGY

Our HRO methodology aligns with the nine organizational domains shown to be linked to patient safety and quality outcomes by the Institute for Healthcare Improvement and Safe & Reliable Healthcare. Based on this framework, we engage in a proven, phase-based series of activities to transform healthcare organizations into HROs. These activities include:

- Design for HRO transformation strategy, governance, and communications
- Diagnostic assessments of facilities and organizational culture
- Customized implementation plans to embed HRO principles throughout all levels of your organization
- Execution and change management support using Prosci's<sup>®</sup> ADKAR model
- Coaching, mentoring, and training for leadership, facility managers, and clinical staff
- Sustainment planning and evaluation



*Graphic adapted from: Frankel, et al; 2017. (Available on [ihi.org](http://ihi.org)) Frankel A, Haraden C, Federico F, Lenoci-Edwards J. A Framework for Safe, Reliable, and Effective Care. White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017. (Available on [ihi.org](http://ihi.org))*

## Our Expertise Includes:

- Helping organizations identify areas in which healthcare information technology (HIT) systems can be used to measure and improve patient safety, quality, and cost.
- Creating methodologies and tools to detect and redress patient safety issues that arise from HIT systems.
- Building and implementing clinical decision support systems.
- Supporting safety simulation exercises, creating an assessment process specifically tailored to individual facilities and management structures that oversee them.
- Leading organizational transformation initiatives to improve employee engagement, patient safety, and quality in government healthcare facilities.
- Executive coaching to help enable transformative leadership for system change.
- Advanced data analytics to help guide performance and efficiency improvements.
- Facilitating health information exchanges in large, complex organizations.
- Using design thinking methodologies to fully develop roadmaps for service delivery and solutions to meet customers stated and unstated needs.

### **CONTACT US TO LEARN MORE ABOUT HOW:**

- We have helped federal and state health systems to modernize their IT systems and improve analytics.
- We are helping large healthcare systems improve performance by applying proven organizational transformation methodology.
- We conducted multiple health system assessments, including a full assessment of patient identification wristbands to minimize improper identification of patients.
- We developed a balanced scorecard for a large federal customer, focusing on the five key dimensions of Workforce, Patient Satisfaction, Quality, Safety and Access.
- Our implementation of an enterprise-wide system to generate referrals and authorizations for Veterans receiving care in the community.