

Creating High Reliability Organizations

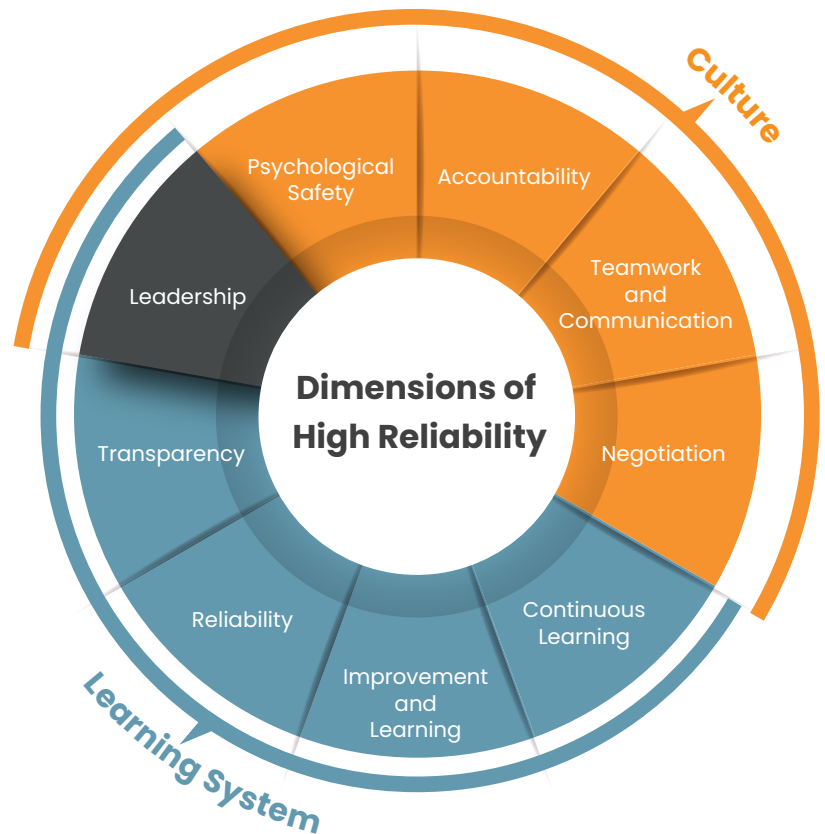
Cognosante is at the forefront of implementation support services that transform and optimize federal health systems. We assess the unique needs of client organizations and design tailored solutions to help healthcare systems become high reliability organizations (HRO). Our approach includes building a culture of safety through multi-tiered coaching and training in leadership, change management, and clinical best practices. We support governance and project management and use advanced data integration and decision support tools to drive real-world impact on the lives of patients and staff. We plan ahead for sustainment by embedding HRO principles in policy, communications, and daily operations.

We help our customers implement HRO principles and practices to achieve the goal of zero preventable harm. Cognosante proudly supports the Veterans Health Administration (VHA), Defense Health Agency (DHA), and the Department of Health and Human Services (HHS) in delivering and administering high quality care and health benefits to our nation's Service Members, Veterans, their families, and the public.

Our Methodology

Our HRO methodology aligns with nine organizational domains shown to be linked to patient safety and quality outcomes. 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
- Development of maturity models and metrics
- Tailored implementation plans to embed HRO principles at all organizational levels
- Change management support using Prosci's[®] ADKAR model
- Coaching, mentoring, and training for leadership, facility managers, and clinical staff
- Team-based training based on crew resource management practices
- Sustainment planning and forecasting



Our Expertise Includes:

- Integration of healthcare information technology (HIT) systems used to measure and improve patient safety, quality, and cost
- Creating methodologies and tools to detect and redress patient safety issues
- Building and implementing clinical decision support systems
- Process automate to eliminate routine tasks and increase operational efficiency
- Safety simulation exercises
- Leading organizational transformation initiatives to improve employee engagement, patient safety, and quality
- Executive coaching to help enable transformative leadership for system change
- Advanced data analytics and dynamic dashboarding to help guide performance and efficiency improvements
- Facilitating health information exchanges in large, complex organizations
- Using design thinking methodologies to develop roadmaps for service delivery and solutions to meet customers stated and unstated needs

Contact Us to Learn More About How We...

- 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 methodologies
- We helped leaders implement HRO foundational practices: leader rounding, safety forums, tiered huddles, and visual management systems
- Our implementation of an enterprise-wide system to generate referrals and authorizations for Veterans receiving care in the community

About Cognosante

Cognosante is a mission-driven technology company delivering innovative and transformative solutions that improve the health and safety of Americans. With more than a decade of experience working with state and Federal government agencies, we aim to expand access to care, improve care delivery, deliver solutions addressing social determinants of health and ensure safety and security through multi-faceted technology and customer experience (CX) solutions. Our broad range of capabilities includes enterprise IT and cloud, data science, telehealth, interoperability, public health surveillance, clinical performance, eligibility and enrollment and consumer engagement.