READY RELIABLE CARE

HIGH RELIABILITY ORGANIZATION COMMUNICATIONS TOOLKIT

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Last Updated JUL 2021

DHA — Defense Health Agency ®

Ready RELIABLE CARE — ANYTIME, ANYWHERE

DEFENSE HEALTH AGENCY
7700 ARLINGTON BOULEVARD, SUITE 5101
FALLS CHURCH, VIRGINIA 22042-5101

06/17/2021

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND
    RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND
    RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER
    AND RESERVE AFFAIRS)
NATIONAL CAPITAL REGION MARKET, DEFENSE HEALTH
    AGENCY
CENTRAL NORTH CAROLINA MARKET, DEFENSE HEALTH
    AGENCY
COASTAL MISSISSIPPI MARKET, DEFENSE HEALTH AGENCY
JACKSONVILLE MARKET, DEFENSE HEALTH AGENCY
TIDEWATER MARKET; DEFENSE HEALTH AGENCY
DIRECT SUPPORT ORGANIZATION ARMY
DIRECT SUPPORT ORGANIZATION NAVY
DIRECT SUPPORT ORGANIZATION AIR FORCE

SUBJECT: Ready Reliable Care Communications Toolkit

    Ready Reliable Care is our joint effort to advance high reliability practices across the Military Health System (MHS). It draws upon the achievements of each of the Service Medical Departments and the Defense Health Agency (DHA) to strengthen our culture of safety, grow our continuous process improvement efforts, and foster patient centeredness.

    We are providing this package of print and promotional items to share with your staff in order to enable learning and applying Ready Reliable Care principles in our daily work. If you have not done so already, please designate a Ready Reliable Care Champion at your military medical treatment facility to manage the distribution of these materials to your staff, including any subordinate facilities and military dental treatment facilities. Your Champion should also be familiar with, and able to access, the Digital Toolkit which is available at www.health.mil/readyreliablecare.

    High reliability is not a separate program or initiative—it is part of everything we do and every decision we make. Ready Reliable Care is our promise and our commitment to the people we serve.

    One of the Ready Reliable Care domains of change is "Leadership Commitment." I will do my part to champion Ready Reliable Care and ensure our enterprise remains grounded in the principles and practices of high reliability. I also pledge to uphold a Culture of Safety, in which everyone is empowered to speak up and bring their best ideas to work every day.

    Thank you for joining me and the Surgeons General in implementing Ready Reliable Care throughout the Military Health System.

RONALD J. PLACE
LTG, MC, USA
Director

Attachments:
As stated

cc:
Surgeon General of the Army
Surgeon General of the Navy
Surgeon General of the Air Force

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Congratulations! You have received the Ready Reliable Care Communications Toolkit – your guide to advancing high reliability in the MHS.

This digital Ready Reliable Care Communications Toolkit provides resources to help you BRIEF, EDUCATE, ENGAGE, and CELEBRATE Ready Reliable Care across your team or facility. The following package includes targeted briefing materials, talking points and key messages, educational products, digital tools, and visual resources approved for use in your military hospital or clinic. All products can be downloaded from **health.mil/ReadyReliableCare** for print or electronic distribution. Please note, select points of contact may receive pre-printed materials in the mail at a later date.

Throughout this toolkit, look for the **gold star to identify resources for MHS and DHA senior leaders to use in their communications.**

Through learning about Ready Reliable Care and actively applying high reliability practices in our daily work, we can improve outcomes for patients and personnel, in support of our readiness and health mission.

Below are foundational Ready Reliable Care components that you will see throughout the products in this toolkit. It is critical that MHS leaders and staff understand how these domains of change and principles apply to their role and affect greater organizational priorities.

Ready Reliable Care Domains of Change

Efforts to improve care and advance a ready, reliable MHS are described against these four domains of change:

LEADERSHIP COMMITMENT

CULTURE OF SAFETY

CONTINUOUS PROCESS IMPROVEMENT

PATIENT CENTEREDNESS

Ready Reliable Care Principles

MHS leaders, staff, and patients contribute to high reliability by embodying these seven principles in their daily work:

PREOCCUPATION WITH FAILURE

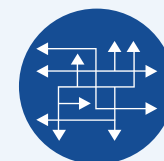SENSITIVITY TO OPERATIONS

DEFERENCE TO EXPERTISE

RESPECT FOR PEOPLE

COMMITMENT TO RESILIENCE

CONSTANCY OF PURPOSE

RELUCTANCE TO SIMPLIFY

COMMUNICATIONS TOOLKIT
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BRIEF YOUR TEAM

Materials for Senior Leaders and Champions

BRIEF YOUR TEAM

READY RELIABLE CARE PLACEMAT ⭐

Use this 17" x 11" placemat to provide senior leaders an overview of Ready Reliable Care and explain how this effort supports the MHS Quadruple Aim. Show where the MHS has been in its high reliability journey and where it is headed.

⬇ **Download now from health.mil**

AUDIENCE
- MHS and DHA leadership, including service medical departments, DHA headquarters, and market and MTF leaders.

TIMING
- Use as a take-away product to support senior leader engagements.
- Use to onboard and brief other leaders on Ready Reliable Care.

PURPOSE
- Offers an overview of Ready Reliable Care and explains how it supports MHS strategic priorities, such as the MHS Quadruple Aim.
- Outlines the key areas of work DHA has identified for advancing high reliability.

INSTRUCTIONS FOR USE

Electronic Use:
- Paste into existing PowerPoint briefs, as two consecutive slides.

Printing:
- Print as a 17" (W) x 11" (H) placemat.
- Print two copies when posting on a flat surface.

Packaging:
- Package with the *Ready Reliable Care Leadership Communications Playbook*, *Why High Reliability, Why Now? Slide*, *Ready Reliable Care Talking Points Brochure,* and *Introduction to Ready Reliable Care Briefing Deck* as a senior leader briefing package.
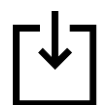
READY RELIABLE CARE LEADERSHIP ⭐ COMMUNICATIONS PLAYBOOK
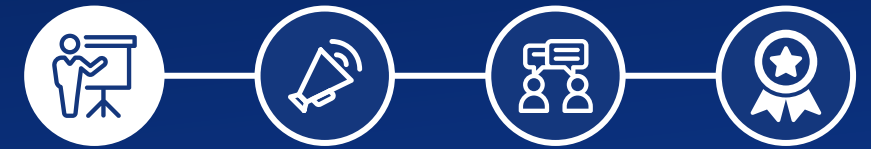
Use this 16-page playbook to introduce MHS and DHA leaders to Ready Reliable Care and provide foundational information and tools needed to effectively communicate about high reliability with staff.

AUDIENCE

- Senior leaders at the headquarters, market, and MTF levels.
- Ready Reliable Care champions.

TIMING

- Pull talking points for use across regular engagements, such as all staff emails, town halls or all hands, huddles, meetings, and daily interactions with colleagues and staff.
- Use in responses to staff or external inquiries (e.g., media, Congress).

PURPOSE

- Allows senior leaders and Ready Reliable Care champions to articulate the importance of high reliability and its key practices and principles.
- Offers relevant, detailed examples of how to weave Ready Reliable Care messaging into regular communications and staff interactions.
- Shows leaders how to effectively incorporate high reliability into their management approaches and strategic objectives.

INSTRUCTIONS FOR USE

Printing:
- Print as a 16-page playbook, at 8.5" (W) x 11" (H).

Packaging:
- Package with the full suite of *Ready Reliable Care Communications Toolkit* products.

⤓ **Download now from health.mil**

INTRODUCTION TO READY RELIABLE CARE BRIEFING DECK
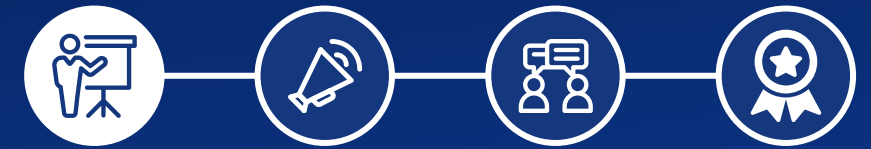
Use this 14-slide briefing deck to educate leaders and staff about the intent, scope, and trajectory of Ready Reliable Care in the MHS, and provide a consistent onboarding experience for all personnel.

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AUDIENCE

- Current DHA and MHS personnel being briefed on Ready Reliable Care.
- Onboarding DHA personnel and newcomer briefings.

TIMING

- Use as part of DHA onboarding activities and post with other onboarding resources.
- Use in senior leader briefings that are part of the Ready Reliable Care Communications Kickoff.

PURPOSE

- Introduces staff to Ready Reliable Care and its principles, domains of change, and behaviors.
- Articulates the "what" and "why" messages associated with the Ready Reliable Care Change Plan.
- Ensures all onboarding staff and those unfamiliar with Ready Reliable Care have the same introduction.

INSTRUCTIONS FOR USE

Electronic Use:
- Paste slides into existing onboarding presentations at the organization and department levels.

Packaging:
- The *Ready Reliable Care Introduction Video* is embedded within these slides.
- Package with the *Ready Reliable Care Leadership Communications Playbook*, *Why High Reliability, Why Now? Slide*, *Ready Reliable Care Talking Points Brochure,* and *Ready Reliable Care Placemat* as a senior leader briefing package.
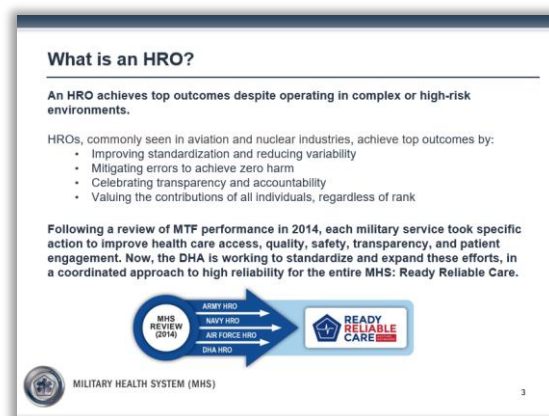
WHY HIGH RELIABILITY, WHY NOW? SLIDE ⭐
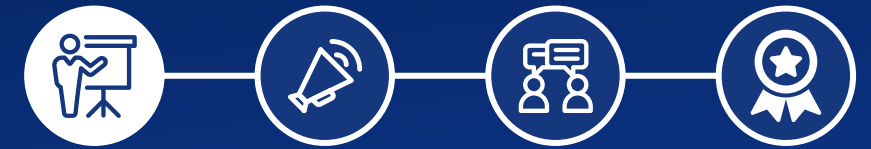
Use this slide to outline how MHS-wide adoption of Ready Reliable Care supports all components of the Quadruple Aim, including patients, staff, and Congress valuing the MHS; driving readiness; and streamlining military medicine.

DHA is Invested in Ready Reliable Care

Ready Reliable Care is our coordinated approach to high reliability across the MHS. With so many competing priorities – including organizational transformation, electronic health record modernization, and COVID-19 pandemic response – Ready Reliable Care is a critical part of how we succeed in all these efforts.

READY RELIABLE CARE SUPPORTS

Patient, Staff, and Congress Valuing MHS
- We must adopt the principles and practices of a high reliability organization to recruit top talent, keep patients coming to the MTF, and keep Congress invested in the MHS mission.
- High reliability will foster an MHS culture where patients are satisfied, staff are fulfilled, and where consistently great outcomes demonstrate the system's reliable value.

Driving Readiness
- A high reliability organization fosters continuous process improvement to support innovation and the use of evidence-based teamwork practices that staff need to respond effectively in the unpredictable deployed environment.
- Highly reliable capabilities minimize lost training time and maximize deployability.
- To support the Combatant Commands with a ready medical force and a medically ready force, the DHA has a responsibility to cultivate this capability in the MTFs.

Streamlining Military Medicine
- The MHS must optimize its operations and prioritize lower costs to sustain military medicine. Unneeded variation across system operations drives up costs.
- Patient harm can result from variation in care delivery, and harm also leads to avoidable health care costs, from follow-up care to malpractice payouts.
- High reliability must be integrated into everyday work to protect patients and to sustain financial viability throughout the MHS Transition.

MILITARY HEALTH SYSTEM (MHS)   1

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|	
AUDIENCE	• MHS and DHA leadership, including service medical departments, DHA headquarters, and market and MTF leaders.
TIMING	• Use as an introductory resource to show "why" high reliability is important for the success of the MHS and encourage leaders to become Ready Reliable Care advocates.
PURPOSE	• Shows how advancing highly reliable processes and competencies directly impacts MHS and MTF operations. • Conveys the urgency of Ready Reliable Care in the context of the Quadruple Aim and critical operational priorities.
INSTRUCTIONS FOR USE	**Electronic Use:** • Paste into an existing PowerPoint brief or use as a stand-alone product. **Printing:** • Print as an 8. 5" (W) x 11" (H) slide handout. **Packaging:** • Package with the *Ready Reliable Care Leadership Communications Playbook*, *Introduction to Ready Reliable Care Briefing Deck*, *Ready Reliable Care Talking Points Brochure,* and *Ready Reliable Care Placemat* as a senior leader briefing package.
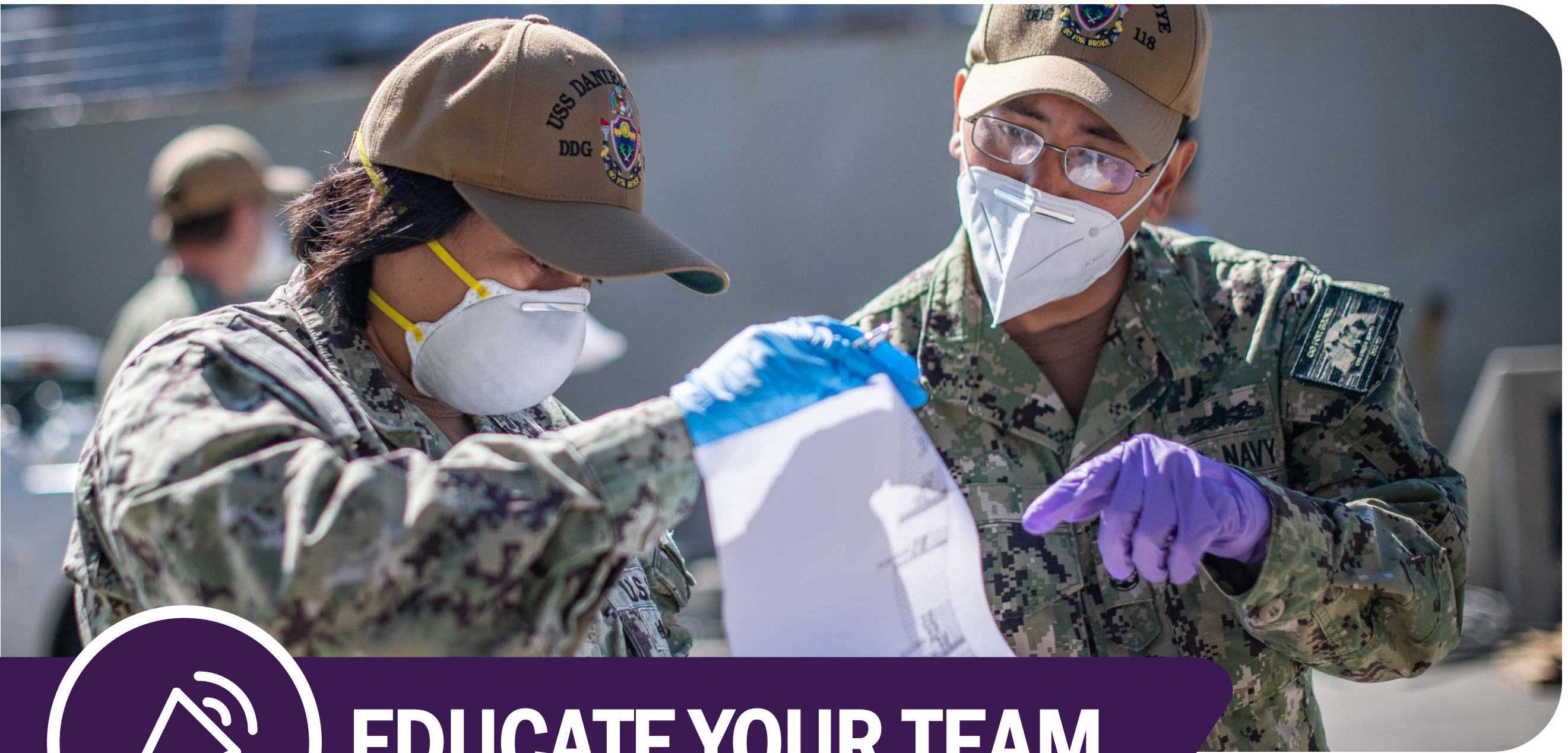
EDUCATE YOUR TEAM

Ready Reliable Care Videos

EDUCATE YOUR TEAM

Use this full-length (3:16) and abridged (1:25) video to introduce leaders and staff to the concept of high reliability and its foundational components. Explain how the DHA is unifying MHS high reliability efforts through one coordinated effort called Ready Reliable Care.

READY RELIABLE CARE ANYTIME, ANYWHERE

Click to Play Full Version

READY RELIABLE CARE ANYTIME, ANYWHERE

Click to Play Abridged Version

AUDIENCE
- **Full-length Video:** MHS leaders, staff, patients, and the general public unfamiliar with high reliability and Ready Reliable Care.
- **Abridged Video:** MHS leaders and staff familiar with high reliability, but in need of more information about Ready Reliable Care.

TIMING
- **Full-length Video:** Use as part of onboarding activities and post with other onboarding resources or incorporate into team meetings.
- **Abridged Video:** Use in settings where the audience is already familiar with the history of MHS high reliability, or if presentation time is limited.

PURPOSE
- Serve as publicly available resources that speak to a variety of Ready Reliable Care stakeholders.
- **Full-length Video:** Introduces high reliability and Ready Reliable Care to those who are unfamiliar with the effort.
- **Abridged Video:** Provides a brief introduction to Ready Reliable Care for those who are already familiar with high reliability.

INSTRUCTIONS FOR USE

Electronic Use:
- Incorporate into existing onboarding presentations.
- View and download the full-length video on **DVIDS**.
- View and download the abridged video on **DVIDS**.

Packaging:
- The full-length video is embedded within the *Introduction to Ready Reliable Care Briefing Deck.*

Ready Reliable Care
Handouts and Flyers

EDUCATE YOUR TEAM

Use this double-sided flyer to describe the purpose, mission, and scope of Ready Reliable Care, as well as its associated domains of change and principles. Features an abridged timeline of MHS achievements in access to care, patient safety, quality of care, transparency, and patient and provider experience.

Download now from health.mil

AUDIENCE
- All MHS staff.
- Suitable but not intended for public audiences.

TIMING
- Use as an introductory, educational resource during onboarding and when initiating engagement in Ready Reliable Care activities.

PURPOSE
- Conveys the purpose of Ready Reliable Care to those unfamiliar with the framework and reminds staff how they can practice the behaviors everyday.
- Helps make high reliability terms and concepts part of everyday language.

INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) handout or disseminate electronically.
- Print two, full color copies when posting on a flat surface, such as a bulletin board.

Distribution:
- Share via informal engagements as well as established MHS, DHA, and MTF distribution channels (e.g., Public Affairs Office [PAO], base publications, boards, intranet, staff meetings).
- Place in/on: staff break and communal lunchrooms, staff bulletin boards, elevators, inside bathroom stalls, and heavily trafficked hallways.

Packaging:
- Package with the *Ready Reliable Care Timeline Placemat* and *MHS High Reliability Accomplishments Flyer*.
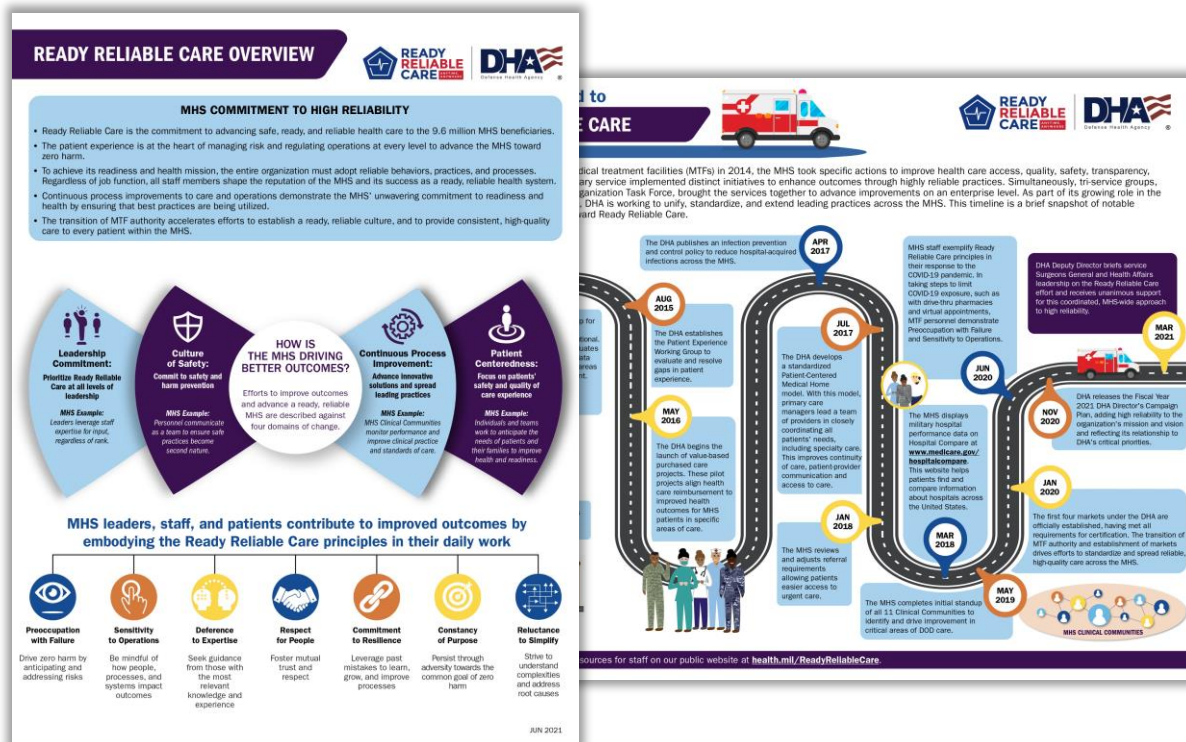
READY RELIABLE CARE TIMELINE PLACEMAT

Use this 17" x 11" placemat to provide a snapshot of key milestones the MHS achieved along its journey to advance high reliability. Individual markers highlight significant advancements since the MHS Review across access to care, patient safety, quality of care, transparency, and patient and provider experience.

Download now from health.mil
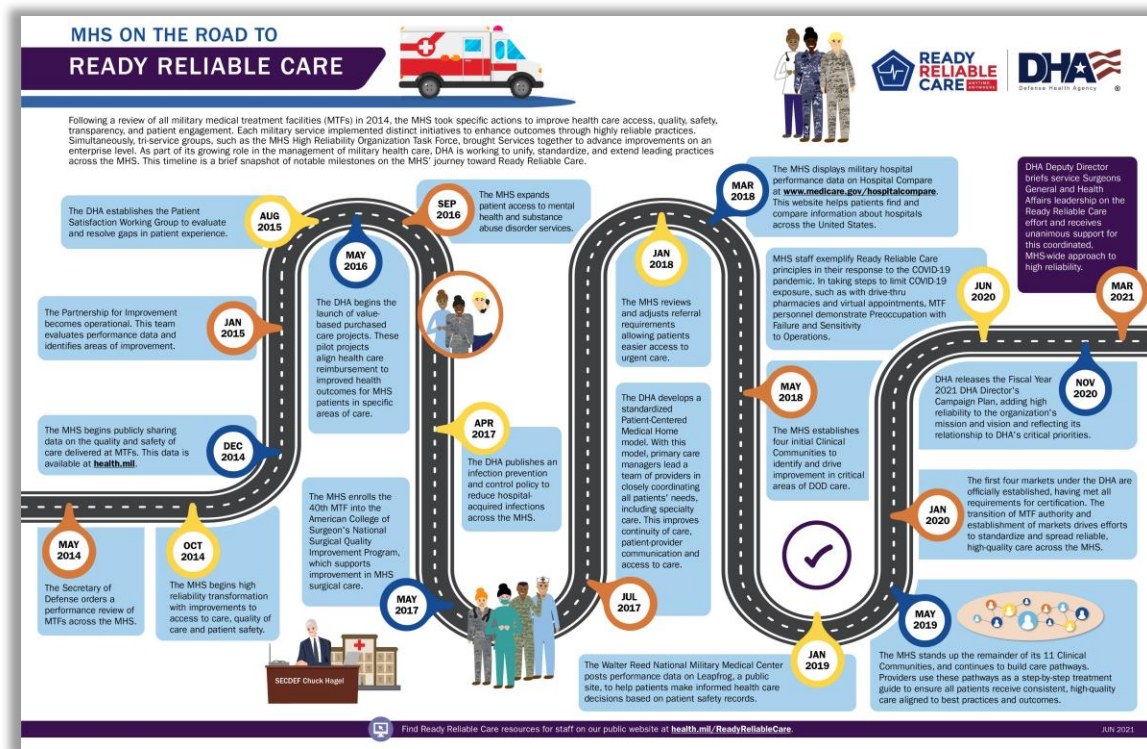
AUDIENCE
- All MHS staff.
- Suitable but not intended for public audiences.

TIMING
- Use as an introductory, educational resource during staff onboarding and when initiating engagement in Ready Reliable Care activities.
- Use in presentations to voice track MHS-wide achievements.

PURPOSE
- Highlights examples of key milestones in MHS-wide progress toward high reliability to date and educates staff on the extensive scope of MHS high reliability transformation.
- Prepares staff for Ready Reliable Care training and education by illustrating examples of high reliability achievements that impact patients and staff.

INSTRUCTIONS FOR USE

Printing:
- Print as a 17" (W) x 11" (H) placemat or disseminate electronically.

Distribution:
- Share via informal engagements as well as established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Place in/on: staff break and communal lunchroom tables and office desks.

Packaging:
- Package with the *Ready Reliable Care Overview* and *MHS High Reliability Accomplishments Flyer.*

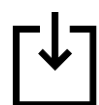Use this flyer to teach MHS providers and clinical staff how to actively contribute to a ready, reliable MHS by showing what the seven principles look like in the context of daily work. It includes brief definitions for each principle and features illustrations to depict sample scenarios.

[Download now from health.mil](health.mil)

AUDIENCE
- MHS health care providers and clinical staff.
- Suitable but not intended for public audiences.

TIMING
- Use as an introductory, educational resource for MHS clinical staff and rising leaders during onboarding and when engaging in Ready Reliable Care activities.

PURPOSE
- Explains Ready Reliable Care in practical terms and shows how clinical staff can reflect Ready Reliable Care principles in daily operations.
- Educates personnel on what a ready, reliable culture looks like, from the operating room, to the pharmacy, to the patient's bedside.

INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) flyer or disseminate electronically.
- Print two, full color copies when posting on a flat surface, such as a bulletin board.

Distribution:
- Share via informal engagements as well as established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Place in/on: staff break and communal lunchrooms, clinical staff bulletin boards, pharmacy walls, behind the counter, surgical prep rooms/areas, and near crash carts.

Packaging:
- Package with the *Ready Reliable Care Principles in Action: Administrative, Management, and Business Operations Flyer.*

Use this flyer to show how the Ready Reliable Care principles can be applied in the daily work of all MHS personnel, including those supporting logistics, facilities and operations, IT, human resources, management, research and development, as well as training and education. It includes brief definitions for each principle and features illustrations to depict sample scenarios.

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AUDIENCE
- MHS administrative, management, and business operations staff.
- Suitable but not intended for public audiences.

TIMING
- Use as an introductory, educational resource for MHS administrative, management, and business operations staff during onboarding and when engaging in Ready Reliable Care activities.

PURPOSE
- Shows that Ready Reliable Care is relevant beyond clinical and care delivery job functions.
- Explains Ready Reliable Care in more practical terms, and educates personnel on what a ready, reliable culture looks like in their role.
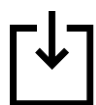
INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) flyer or disseminate electronically.
- Print two, full color copies when posting on a flat surface, such as a bulletin board.

Distribution:
- Share via informal engagements as well as established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Place in/on: printer rooms, offices and conference rooms, staff break and communal lunchrooms, staff bulletin boards, inside bathroom stalls, and research labs.

Packaging:
- Package with the *Ready Reliable Care Principles in Action: Health Care Providers and Clinical Staff Flyer.*

MHS CLINICAL COMMUNITIES OVERVIEW

Use this flyer to introduce the MHS Clinical Communities and their role in driving continuous process improvement across the MHS. It illustrates how communities identify, shape, and spread innovative solutions, and showcases several MHS Clinical Community initiatives.

Download now from health.mil
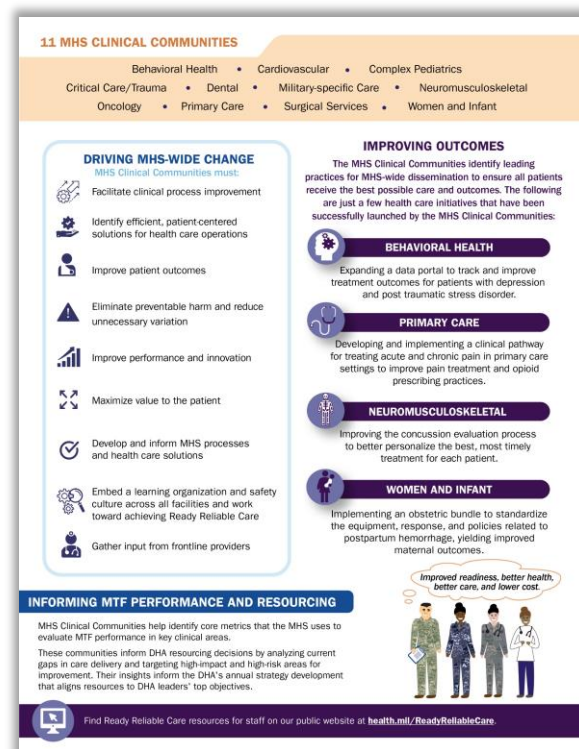
AUDIENCE

- Public audiences and all MHS staff, especially, Ready Reliable Care champions; market and MTF clinical leaders; department heads and clinical staff; and staff involved in improvement projects, strategy, and planning.

TIMING

- Use as an introductory, educational resource for MHS staff learning about Ready Reliable Care or the MHS Clinical Communities.
- Share with public audiences to convey the MHS commitment to continuous process improvement.

PURPOSE

- Introduces the intent, scope, and function of the MHS Clinical Communities to new staff, MHS leaders, or those unfamiliar with the construct.
- Describes how the communities collaborate with MTFs, support care pathway development, and influence performance assessment.

INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) flyer or disseminate electronically.
- Print two, full color copies when posting on a flat surface, such as a bulletin board.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Share via briefings to staff and leadership, email correspondence, public forums, etc.
- Place in/on: staff break and communal lunchrooms, clinical staff bulletin boards, and offices or workspaces.

Packaging:
- Package with the *Ready Reliable Care Overview*.
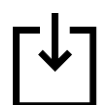
Use this flyer to summarize the seven Ready Reliable Care principles and provide a visual cue to remind MHS staff to apply these behaviors and values to their individual roles and experiences.

Download now from health.mil

AUDIENCE

- All MHS staff.
- Suitable but not intended for public audiences.

TIMING

- Use on a daily basis to remind staff of the Ready Reliable Care principles.
- Distribute when initiating engagement in Ready Reliable Care activities, and reference on an ongoing basis.

PURPOSE

- Reminds staff to apply Ready Reliable Care principles to their daily work.
- Inspires storytelling among staff and prompts them to create their own connection with the Ready Reliable Care principles.

INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) flyer or disseminate electronically.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Place in/on: printer rooms, break and communal lunchrooms, staff bulletin boards, elevators, inside bathroom stalls, and heavily trafficked hallways.

Packaging:
- Package with the *Ready Reliable Care Badge Card, "How Do You Practice Ready Reliable Care?" Poster, Ready Reliable Care Pocketbook, Ready Reliable Care Wallet Card,* and *Ready Reliable Care Folder.*
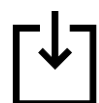
Key Messages and Talking Points

EDUCATE YOUR TEAM

READY RELIABLE CARE TALKING ⭐ POINTS BROCHURE

Use this brochure to reinforce Ready Reliable Care messaging from champions and MHS leaders to their colleagues and staff. This brochure provides a comprehensive list of high reliability talking points, organized by several communication scenarios, for leaders to use in their everyday correspondence.

⬇ **Download now from health.mil**

AUDIENCE
- Ready Reliable Care champions and MHS leaders to share with other advocates and colleagues.

TIMING
- Use when drafting emails, preparing for speaking engagements, and during daily staff interactions.

PURPOSE
- Makes high reliability more conversational and easier to incorporate in everyday correspondence.
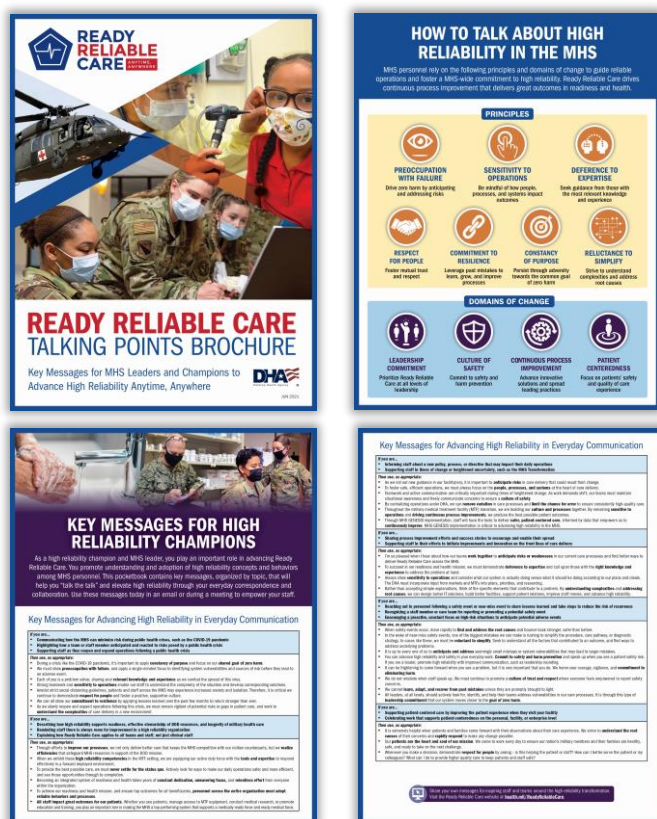- Increases understanding of Ready Reliable Care by making its concepts and behaviors more applicable across different communications scenarios.
- Helps Ready Reliable Care champions and MHS leaders "talk the high reliability talk" in a standardized manner across the enterprise.

INSTRUCTIONS FOR USE

Electronic Use:
- Share via email, or post on facility-specific web platforms and sites.

Distribution:
- Using table headers as a guide, insert talking points into the body of emails, presentations, briefs, and speeches. Leverage talking points in regular interactions with staff.

Packaging:
- Package with the *Introduction to Ready Reliable Care Briefing Deck, Why High Reliability, Why Now? Slide,* and *Ready Reliable Care Placemat* as a senior leader briefing package.
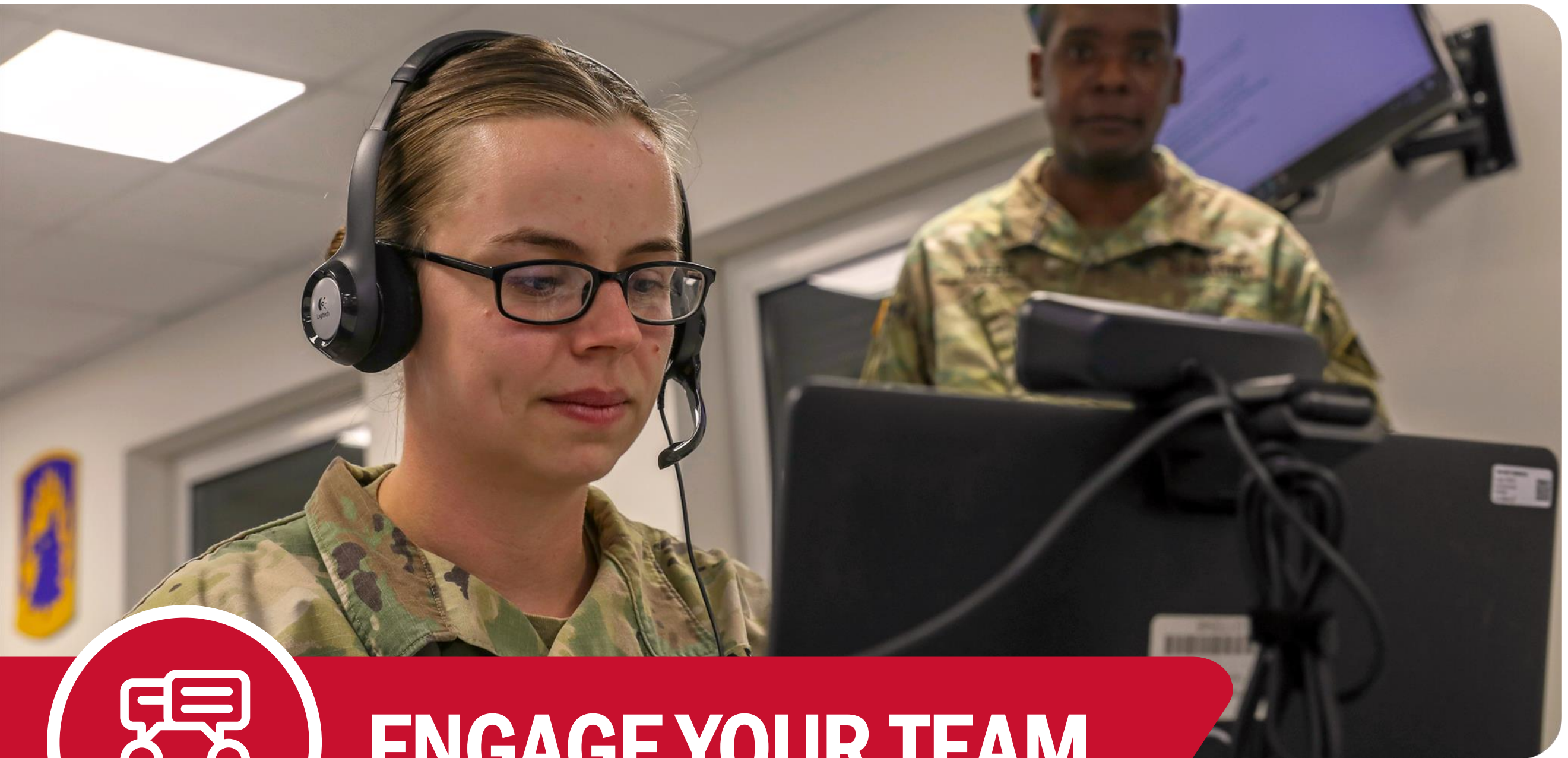
ENGAGE YOUR TEAM

Print-Ready Content

ENGAGE YOUR TEAM

*Please note: Select points of contact may receive pre-printed materials in the mail at a later date. In the meantime, feel free to access the following digital files for your purposes.

Use this series of eight posters to introduce Ready Reliable Care to a wide audience and show how the principles apply to all staff.

Find principles posters for download from health.mil

AUDIENCE

- MTF staff, including clinical and non-clinical staff.
- Suitable but not intended for public audiences.

TIMING

- Upon receipt of this toolkit or pre-printed materials, place in high traffic areas to introduce Ready Reliable Care to staff and create awareness for how the principles apply to all staff in any situation.

PURPOSE

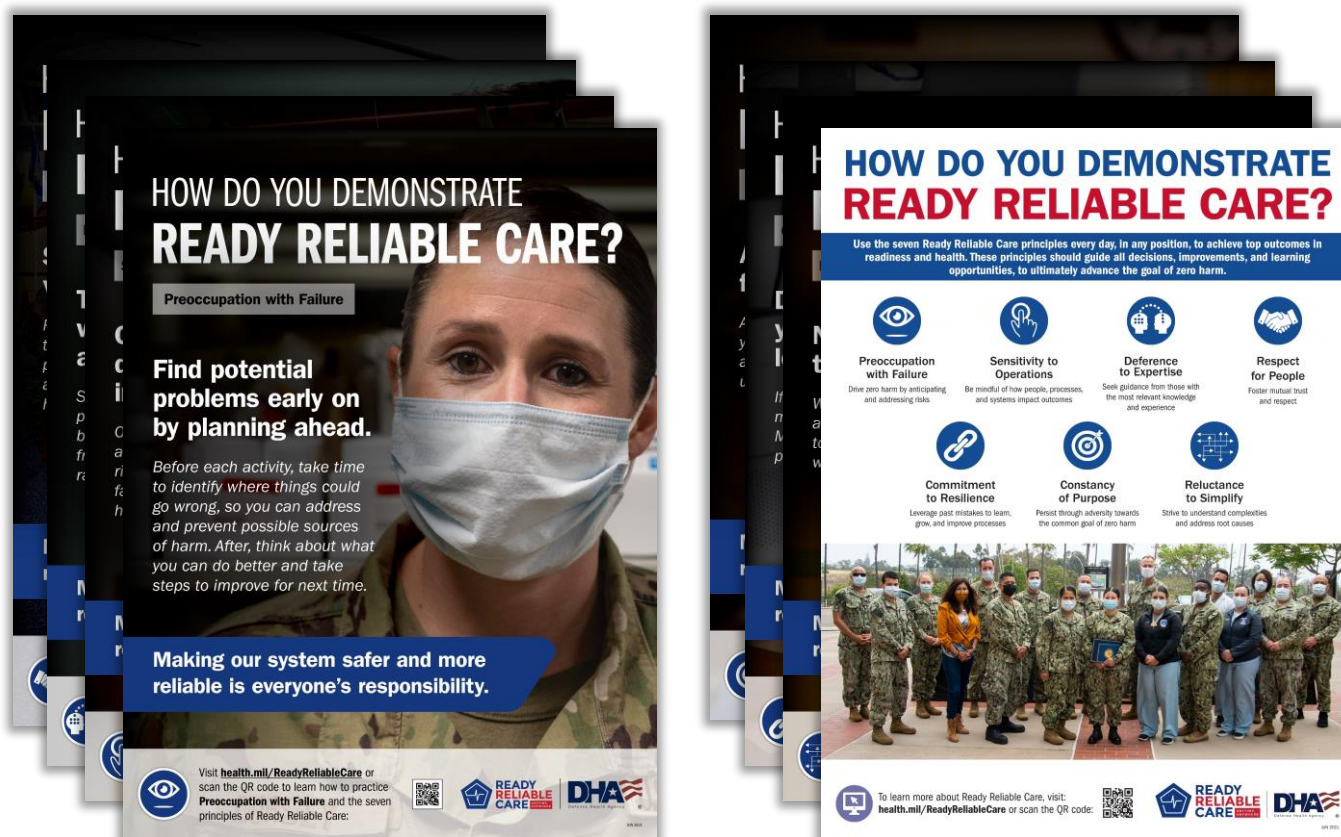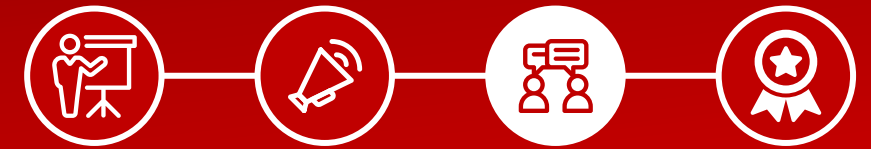- Encourage all MTF staff (clinical and non-clinical) to demonstrate Ready Reliable Care in their daily actions and increase familiarity with the principles.
- Inspires staff to find new ways to demonstrate the principles in their role.

INSTRUCTIONS FOR USE

Printing:
- Print as posters 18" (W) x 24" (H).
- Select MTF points of contact may receive printed posters in the mail.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Display in/on: MTF printer rooms, break and communal lunchrooms, staff bulletin boards, elevators, inside bathroom stalls, and heavily trafficked hallways.

Packaging:
- Display and distribute in coordination with other introductory Reliable Care items such as the *Ready Reliable Care Badge Card, Wallet Card*, and *Folder*; and materials such as the *"How Do You Demonstrate Ready Reliable Care?" Flyer, "How Do You Practice Ready Reliable Care?" Poster,* and *Ready Reliable Care Pocketbook.*

READY RELIABLE CARE SAFETY COMMUNICATION BUNDLE POSTERS

Use these posters to encourage specific staff to use the Ready Reliable Care Safety Communication Bundle practices to improve communication.

[↓] **Find posters for download from health.mil**

AUDIENCE

- MTF staff, including surgical teams and leadership.
- Suitable but not intended for public audiences.

TIMING

- Upon receipt of this toolkit or pre-printed materials, place in high traffic areas and in locations where intended audience members are likely to see them.

PURPOSE

- Encourages specific staff to use Ready Reliable Care Safety Communication Bundle practices to improve communication.

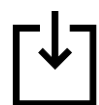**INSTRUCTIONS FOR USE**

Printing:
- Print as posters 18" (W) x 24" (H).
- Select MTF points of contact may receive printed posters in the mail.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Display in/on: MTF printer rooms, break and communal lunchrooms, staff bulletin boards, elevators, inside bathroom stalls, and heavily trafficked hallways.
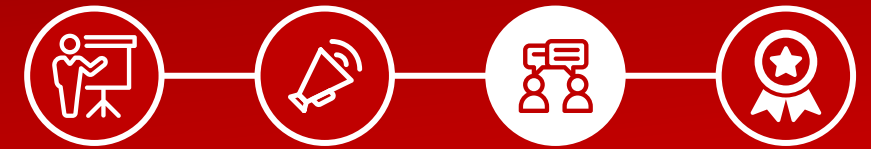
Packaging:
- Package with items that introduce Ready Reliable Care to demonstrate the connection between the Safety Communication Bundle and the Ready Reliable Care principles and domains of change, such as the *Ready Reliable Care Principles Posters.*

Use these posters to encourage clinical staff to take specific actions that are consistent with high reliability.

Download the *Approaching Pain Management with Primary Care Poster* from health.mil

Download the *Infection Prevention is Everyone's Job Poster* from health.mil

Download the *Prescribe Naloxone Today Poster* from health.mil

AUDIENCE

- MTF staff, including surgical teams and leadership.
- Suitable but not intended for public audiences.

TIMING

- Upon receipt of this toolkit or pre-printed materials, place in high traffic areas and in locations where intended audience members are likely to see them (i.e., hang the hand hygiene poster in locations where staff are washing hands, such as bathrooms, or wearing personal protective equipment).

PURPOSE

- Encourages specific staff to adopt clinical practices that are consistent with the Ready Reliable Care principles and domains of change.
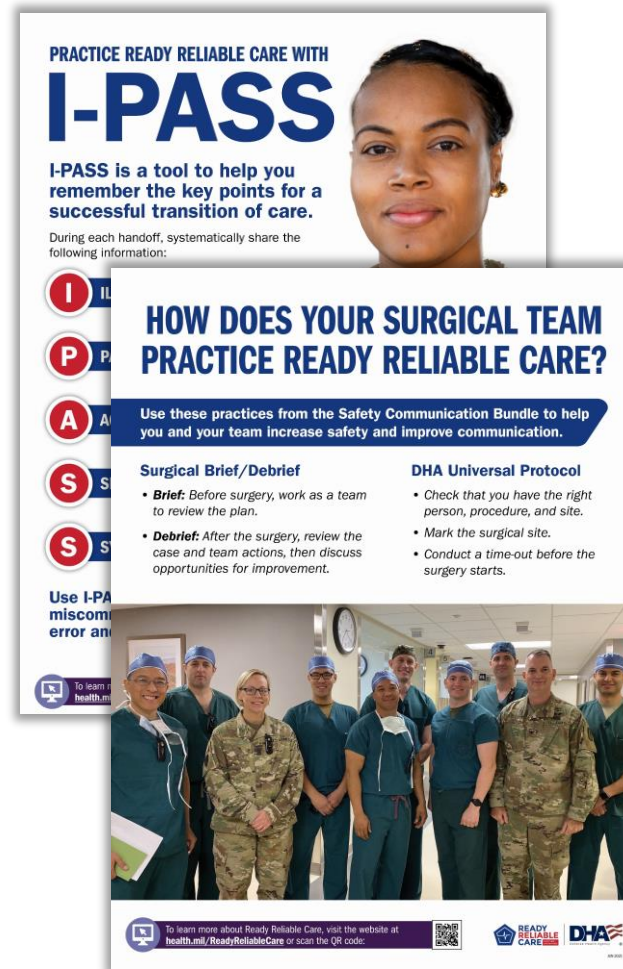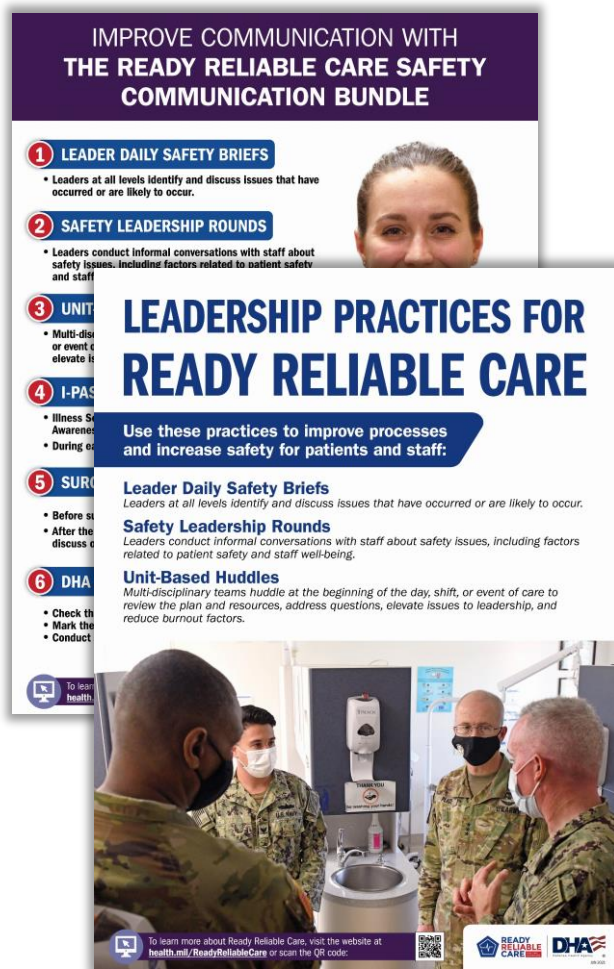
INSTRUCTIONS FOR USE

Printing:
- Print as posters 18" (W) x 24" (H).
- Select MTF points of contact may receive printed posters in the mail.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).
- Display in/on: MTF printer rooms, break and communal lunchrooms, staff bulletin boards, elevators, inside bathroom stalls, and heavily trafficked hallways.
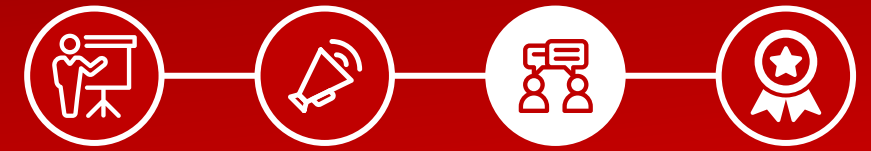
Packaging:
- Package with items that introduce Ready Reliable Care to demonstrate the connection between the *Ready Reliable Care Clinical Action Posters* and the Ready Reliable Care principles and domains of change, such as the *Ready Reliable Care Principles Posters.*

Digital and Social Media Content

ENGAGE YOUR TEAM

Use these screensavers to increase brand awareness and promote actions consistent with the seven Ready Reliable Care principles by presenting a "High Reliability Checkpoint" as staff pass by computer monitors or television screens in offices or facilities.

Find screensavers for download from health.mil

AUDIENCE

- All MHS staff.

TIMING

- Upon receipt of this toolkit, apply screensavers to DHA and MHS issued computers and TV screens as 5-10 second rotating images to remind personnel of the MHS commitment to high reliability.
- Recommend swapping screensavers out monthly to keep content fresh.

PURPOSE

- Increases Ready Reliable Care brand awareness and encourages staff to apply a high reliability mindset to their work.

INSTRUCTIONS FOR USE

Electronic Use:
- Intended for electronic distribution only.

Distribution:
- Use as a 5-10 second rotating screensaver on DHA and MHS-issued computers and TV screens.
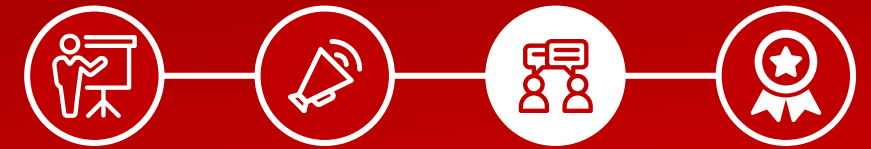
Packaging:
- Package with the *Ready Reliable Care Carousel Slide* and *Ready Reliable Care Social Media Content.*

Use this carousel slide to build brand awareness and remind staff of the MHS commitment to high reliability.

READY RELIABLE CARE

A unified path forward to advance high reliability across the MHS.

LEARN MORE: HEALTH.MIL/READYRELIABLECARE

[Download now from health.mil](health.mil)

AUDIENCE
- All MHS staff.

TIMING
- Upon receipt of this toolkit, apply the carousel slide to internal facing DHA, service, and facility platforms and sites as a 5-10 second rotating image, if applicable.

PURPOSE
- Increases brand awareness and reminds staff of the MHS commitment to high reliability.
- Directs MHS staff to the website for more information.

INSTRUCTIONS FOR USE

Electronic Use:
- Intended for electronic distribution only.

Distribution:
- Use as a 5-10 second rotating carousel slide on internal-facing DHA, service, and facility platforms.
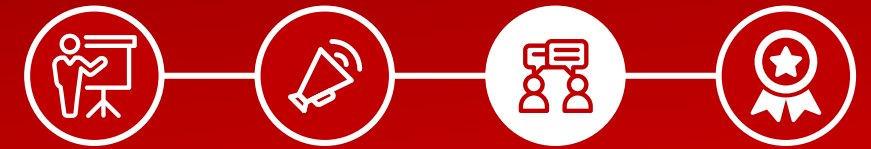
Packaging:
- Package with the *Ready Reliable Care Screensaver Series* and *Ready Reliable Care Social Media Content*.

READY RELIABLE CARE
SOCIAL MEDIA CONTENT

Use the following proposed social media messages and images to reinforce the MHS commitment to high reliability by showing personnel and public audiences how the enterprise is already driving Ready Reliable Care.

| Tweets | Tweets & replies | Media | Likes |

Defense Health Agency ✔ @DoD_DHA · 19m

Our MHS staff have shown outstanding commitment to #HighReliability during the COVID-19 pandemic. They remain resilient and focused on delivery of high-quality patient care under difficult circumstances. #ReadyReliableCare

health.mil/ReadyReliableCare

AUDIENCE
- All MHS staff.
- Public audiences.

TIMING
- Upon receipt of this toolkit, consider posting these introductory, evergreen messages and graphics on established DHA and facility-level social media channels (i.e., Twitter, Facebook, and Linked In) using #ReadyReliableCare and #HighReliability.

PURPOSE
- Reinforces the MHS commitment to high reliability by showing personnel and public audiences how staff already driving Ready Reliable Care.

INSTRUCTIONS FOR USE

Electronic Use:
- Intended for electronic distribution only.

Distribution:
- Post on established DHA and facility-level social media channels (i.e., Twitter, Facebook, and Linked In) with #ReadyReliableCare and #HighReliability.
- When posting, add alt text descriptions to social media images to comply with 508 requirements across web platforms.
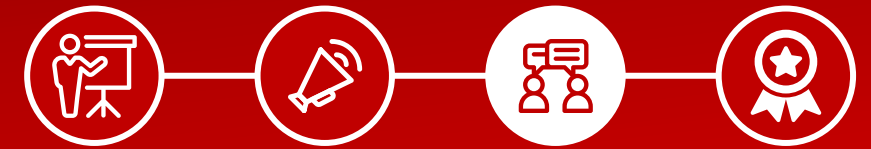
Packaging:
- Package with the *Ready Reliable Care Screensaver Series* and *Ready Reliable Care Carousel Slide*.

⬇ **Find social media graphics for download from health.mil**

Posting By DHA/HQ PAOs

#ReadyReliableCare is the DHA-led effort to advance #HighReliability across the MHS. We are deferring to the expertise of our frontline personnel to learn which practices and solutions are best for system-wide spread. By increasing standardization and reducing variability across our facilities, we ensure high-quality, effective care for all. [health.mil/ReadyReliableCare]

In the MHS, #ReadyReliableCare is our shared commitment to advancing #HighReliability. To improve health care safety, quality, access, and patient experience, all personnel are part of the solution, regardless of department or service location. Learn more about #ReadyReliableCare [health.mil/ReadyReliableCare]

You trust us with your life and the lives of your loved ones. That's why we're committed to the principles and practices of #HighReliability, which allow us to deliver on the promise of consistently great outcomes and satisfied patients. Learn more about how our MHS #HighReliability effort, #ReadyReliableCare, supports a safer, better care experience. [health.mil/ReadyReliableCare]

Posting By DHA/HQ PAOs

All MHS staff are committed to zero harm and exceptional customer service. Our laser focus on quality, safety, and patient experience will consistently improve outcomes for everyone. Learn more about #ReadyReliableCare [health.mil/ReadyReliableCare]

Our MHS staff have shown outstanding commitment to #ReadyReliableCare during the COVID-19 pandemic. They remain resilient and focused on delivery of high-quality patient care under difficult circumstances. [health.mil/ReadyReliableCare]

Thank you to the wonderful staff who work hard every day to deliver #ReadyReliableCare to our patients and each other! Your efforts are driving us toward a safer and more reliable MHS. Learn more about #ReadyReliableCare here: [health.mil/ReadyReliableCare]

Posting By DHA/HQ PAOs

Our patients are the heart and soul of our mission. We come to work every day to ensure our nation's military service members, veterans, and their families are healthy, safe, and ready to take on the next challenge. Learn more about our commitment to #ReadyReliableCare here: [health.mil/ReadyReliableCare]

The MHS Clinical Communities work to continuously improve our clinical processes system-wide, to ensure the best possible outcomes for patients anytime, anywhere. Learn more about efforts to advance #ReadyReliableCare here: [health.mil/ReadyReliableCare]

MHS staff don't accept shortcuts. We dig deep to understand the root causes of the challenges we face. When we are reluctant to simplify and sensitive to operations, we find the right solutions. Learn more about our commitment to #ReadyReliableCare [health.mil/ReadyReliableCare]

Posting By DHA/HQ PAOs

MHS staff never settle for the status quo. We actively look for ways to make our daily practices safer and more efficient, to ensure the best possible care for our patients and each other. Learn more about our commitment to #ReadyReliableCare [health.mil/ReadyReliableCare]
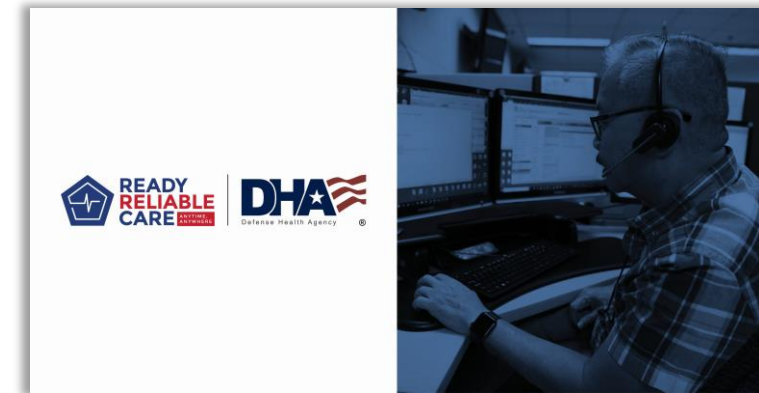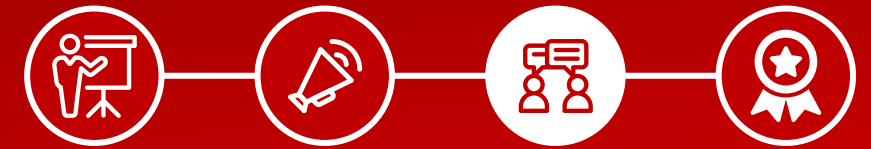
Posting By Market/MTF/DTF PAOs

#ReadyReliableCare is our effort to standardize and spread #HighReliability practices across the MHS to achieve consistently great outcomes and patient satisfaction. This involves the commitment of our [facility name] leaders, a culture of safety for our staff, a dedication to continuous process improvement, and a patient-centered mindset. #ReadyReliableCare

Suggest PAOs use a picture of their respective facility staff/leaders

[facility name] teams work together to anticipate risks in our current processes and find better solutions. Thank you all for improving our care through Preoccupation with Failure. #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE? I PLAN AHEAD TO PREVENT PROBLEMS BEFORE THEY OCCUR — LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

It's everyone's responsibility to make [facility name] safer and more reliable. Take time to recognize a colleague or staff member who demonstrated Sensitivity to Operations while at work today! #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE? I ACTIVELY LOOK FOR BETTER WAYS TO DO MY WORK — LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

Posting By Market/MTF/DTF PAOs

Each of us at [facility name] is a problem solver, sharing relevant knowledge and experience to create the best possible solutions. Thank a colleague or staff member who you recently Deferred to for Expertise! #ReadyReliableCare
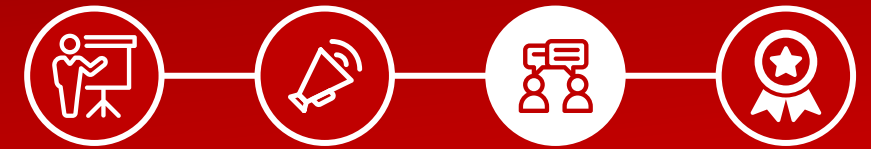

HOW DO YOU PRACTICE READY RELIABLE CARE?
I DEFER TO THE EXPERTISE OF MY TEAM
LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

Mutual trust and Respect for People is a cornerstone of the [facility name] culture. Let's take a moment to acknowledge everyone who helps create a happier and healthier work environment! #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE?
I SHOW MY TEAMMATES RESPECT AND APPRECIATION
LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

We are constantly learning from our experiences combating the COVID-19 pandemic and building a stronger [facility name] because of it. Through this Commitment to Resilience, we have improved our processes for the future. #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE?
I TAKE TIME TO LEARN FROM MY MISTAKES
LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

Posting By Market/MTF/DTF PAOs

The emphasis on COVID-19 response doesn't lessen the criticality of other services we offer at [facility name]. We've shown Constancy of Purpose throughout the pandemic to ensure our patients get what they need. #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE?

I STAY FOCUSED ON ZERO HARM IN THE FACE OF CHALLENGES

LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

With each patient visit, [facility name] staff are Reluctant to Simplify by working to understand the complexities of our patients' unique wants and needs. Take a moment to recognize a colleague or staff member who has shown outstanding Reluctance to Simplify in their work! #ReadyReliableCare

HOW DO YOU PRACTICE READY RELIABLE CARE?

WHEN SOMETHING DOESN'T GO AS PLANNED, I SEARCH FOR THE ROOT CAUSES

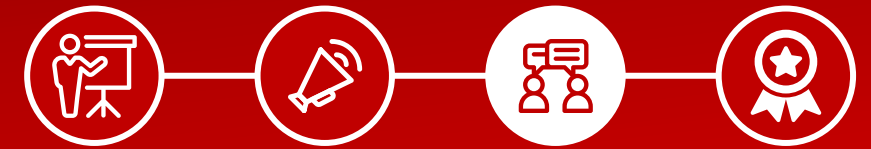LEARN MORE ABOUT OUR HIGH RELIABILITY EFFORT: HEALTH.MIL/READYRELIABLECARE

Portable Content

ENGAGE YOUR TEAM

*Please note: Select points of contact may receive pre-printed materials in the mail at a later date. In the meantime, feel free to access the following digital files for your purposes.

READY RELIABLE CARE BADGE CARD

Use this badge card to encourage patients and health care personnel to inquire about Ready Reliable Care. It includes the Ready Reliable Care domains of change and principles to remind badge holders to take an active role in preventing harm and improving quality of care.

⬇ **Download now from health.mil**

AUDIENCE

- All MHS staff, especially those who directly engage in patient care delivery, support patients during an MTF visit, and support providers and clinical operations in an MTF setting.

TIMING

- Use when initiating engagement in Ready Reliable Care activities, and as a permanent symbol of commitment to high reliability.
- Reference on an ongoing basis by wearing in your badge holder daily.

PURPOSE

- Serves as a visual demonstration of the MHS commitment to Ready Reliable Care and supports staff in building a Culture of Safety.
- Enables personnel to quickly refer to Ready Reliable Care domains of change and principles for a safer, more reliable work environment.

INSTRUCTIONS FOR USE

Printing:
- Print as a 2.125" (W) x 3.375" (H) badge card on durable, plastic material.
- Select MTF points of contact may receive printed posters in the mail.
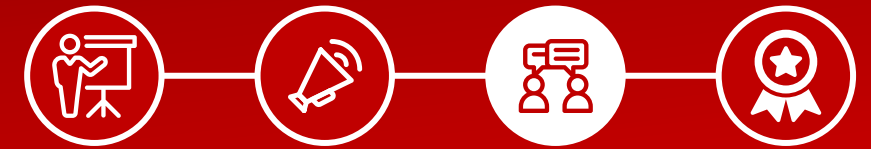
Distribution:
- Share via established MHS, DHA, and MTF distribution channels.
- Wear in your Common Access Card holder daily.

Packaging:
- Package with the *"How Do You Demonstrate Ready Reliable Care?" Flyer, "How Do You Practice Ready Reliable Care?" Poster,* and *Ready Reliable Care Pocketbook, Ready Reliable Care Wallet Card,* and *Ready Reliable Care Folder.*

READY RELIABLE CARE POCKETBOOK

Use this pocketbook to provide users with a compact resource for communicating the foundations of Ready Reliable Care. It prompts users to get involved with Ready Reliable Care by providing various resources.

⬇ **Download now from health.mil**

AUDIENCE
- All MHS staff.
- Ready Reliable Care champions.

TIMING
- Use when engaging in Ready Reliable Care activities.
- Store in your pocket and reference regularly in meetings, briefs, and conversations.

PURPOSE
- Serves as a portable resource for staff to communicate the purpose of Ready Reliable Care to teammates and includes tools for engagement.
- Enables staff to keep these resources at their fingertips, unlike larger flyers and posters.
- Allows staff to educate peers on Ready Reliable Care and ways in which they can take an active role in reliable, high-quality, patient-centered care.

INSTRUCTIONS FOR USE

Printing:
- Print as a 3.5" (W) x 5.5" (H) pocketbook (should fit into a pocket, once folded).
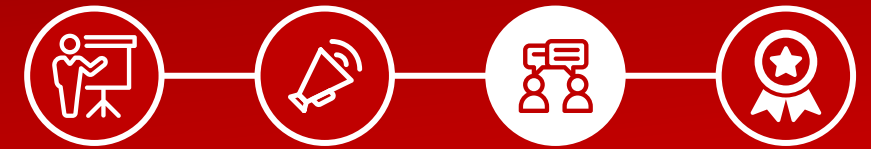
Distribution:
- Share with MHS personnel during staff meetings, events, and conferences.
- Print and fold the pocketbook and mail to your network.

Packaging:
- Package with the *"How Do You Demonstrate Ready Reliable Care?" Flyer, "How Do You Practice Ready Reliable Care?" Poster*, *Ready Reliable Care Badge Card, Ready Reliable Care Wallet Card,* and *Ready Reliable Care Folder.*

READY RELIABLE CARE WALLET CARD

Use this wallet card to introduce Ready Reliable Care and encourage staff to identify ways to make their work more highly reliable.

⬇ **Download now from health.mil**

AUDIENCE
- All MHS staff.
- Ready Reliable Care champions.

TIMING
- Use when engaging in Ready Reliable Care activities.
- Store in your wallet and reference regularly in meetings, briefs, and conversations.

PURPOSE
- Serves as a portable reminder of Ready Reliable Care key concepts.
- Allows staff to easily share a compact Ready Reliable Care resource with peers.

INSTRUCTIONS FOR USE

Printing:
- Print as a 3.5" (W) x 2.125" (H) wallet card (once folded, should fit into a standard size wallet pocket) on a durable plastic material.
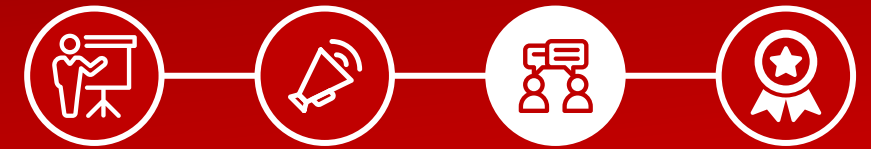- Select MTF points of contact may receive printed posters in the mail.

Distribution:
- Share with MHS personnel during staff meetings, events, and conferences.
- Mail to your network.

Packaging:
- Package with the *"How Do You Demonstrate Ready Reliable Care?" Flyer, "How Do You Practice Ready Reliable Care?" Poster*, *Ready Reliable Care Pocketbook, Ready Reliable Care Badge Card,* and *Ready Reliable Care Folder.*

READY RELIABLE CARE FOLDER

Use this folder to increase Ready Reliable Care brand awareness, store your Ready Reliable Care educational materials, and encourage staff to visit the website for more information.

⤓ **Download now from health.mil**

AUDIENCE
- All MHS staff.
- Ready Reliable Care champions.

TIMING
- Use when engaging in Ready Reliable Care activities.
- Carry with you daily to store Ready Reliable Care educational materials.

PURPOSE
- Serves as a portable reminder of Ready Reliable Care and the High Reliability Network.

**INSTRUCTIONS FOR USE**

Printing:
- Select MTF points of contact may receive printed posters in the mail.

Distribution:
- Distribute during team meetings and huddles to package other materials.

Packaging:
- Package with the *"How Do You Demonstrate Ready Reliable Care?" Flyer, "How Do You Practice Ready Reliable Care?" Poster*, *Ready Reliable Care Pocketbook*, *Ready Reliable Care Badge Card,* and *Ready Reliable Care Folder.*
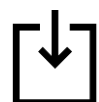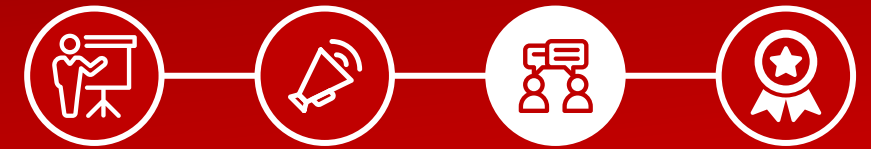
Additional Communication Resources

ENGAGE YOUR TEAM

READY RELIABLE CARE VISUAL STYLE GUIDE

Use this style guide for detailed guidelines on the use of approved Ready Reliable Care graphic elements, including the logo, color palette, iconography, imagery, tagline language, and typography. It promotes a consistent visual theme across the Ready Reliable Care effort, increasing audience recognition and adoption.

Download now from health.mil

AUDIENCE
- Ready Reliable Care champions and MHS personnel who develop products, communications, and web platforms as part of the Ready Reliable Care effort.

TIMING
- Use when developing, editing, or formatting content as part of the Ready Reliable Care effort.

PURPOSE
- Enables consistent and accurate reproduction of Ready Reliable Care visual elements and design themes for widespread recognition of the effort.
- Encourages champions to apply approved Ready Reliable Care graphic elements to their own products and communications, as appropriate.
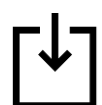
INSTRUCTIONS FOR USE

Electronic Use:
- Intended for electronic distribution only.

Distribution:
- Share with staff and colleagues via email, or post on facility-specific web platforms.

Packaging:
- Package with the full suite of Ready Reliable Care products found in this toolkit.

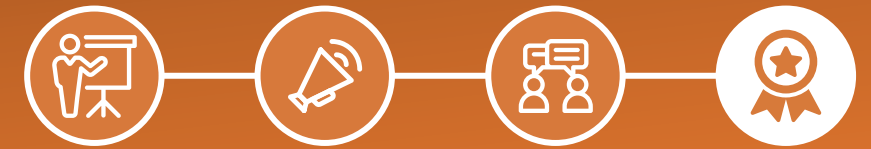# CELEBRATE TEAM SUCCESSES

High Reliability Accomplishments Content

CELEBRATE TEAM SUCCESSES

MHS HIGH RELIABILITY ACCOMPLISHMENTS FLYER

Use this flyer to provide examples of how the services and various MHS entities have advanced high reliability by developing and improving processes, standing up infrastructure and governance, increasing standardization and transparency, and preventing harm and improving patient outcomes.

Download now from health.mil

AUDIENCE
- All MHS staff.
- Public audiences.

TIMING
- Use when providing examples of high reliability accomplishments in response to media inquiries, formal reporting, and staff education.
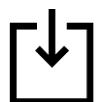
PURPOSE
- Serves as a reference document which captures service-specific and MHS-wide accomplishments in high reliability.
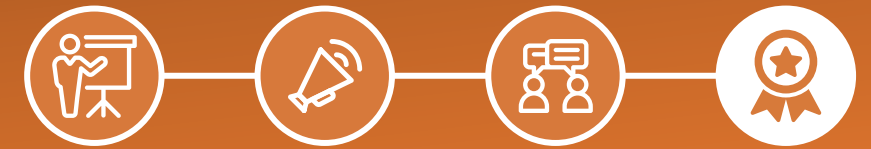
INSTRUCTIONS FOR USE

Printing:
- Print as an 8.5" (W) x 11" (H) flyer or disseminate electronically.

Distribution:
- Share via informal engagements as well as established MHS, DHA, and MTF distribution channels (e.g., PAO, base publications, boards, intranet, staff meetings).

Packaging:
- Package with the *Ready Reliable Care Overview* and *Ready Reliable Care Timeline Placemat*.

Use this brochure to highlight service, MTF, and individual staff member COVID-19 response efforts that exemplify application of the seven Ready Reliable Care principles. Demonstrates how MHS personnel embody Ready Reliable Care both within and beyond a pandemic environment. It features several published articles from health.mil.

Download now from health.mil

AUDIENCE

- All MHS staff.
- PAO and media representatives.

TIMING

- Use to inspire and motivate staff, especially on the front lines of care delivery, throughout and beyond the COVID-19 pandemic.
- Use to inform external media inquiries about the MHS COVID-19 response.

PURPOSE

- Informs MHS personnel, leaders, and external audiences about how staff are applying high reliability principles to reduce risk and optimize patient and provider safety during the COVID-19 crisis.
- Shows personnel that high reliability is not a short-term or narrowly defined program, but a core set of beliefs and behaviors that staff across the enterprise are already using to confront challenges.

INSTRUCTIONS FOR USE

Electronic Use:
- Intended for electronic distribution only.

Distribution:
- Share via established MHS, DHA, and MTF distribution channels (e.g., PAO, intranet, staff meetings).
- Send to staff and colleagues via email, facility-specific web platforms, Military Service Organizations/Veterans Service Organizations engagements, and senior leader briefs.
- Post on public-facing platforms and websites.

Packaging:
- Package with the *Ready Reliable Care Principles in Action Flyers.*