Ready Reliable Care describes all MHS efforts to become a high reliability organization (HRO). An HRO strives for zero harm and remains committed to continuous learning and improvement, despite operating in complex or high-risk environments.

**WHAT IS READY RELIABLE CARE?**

ADVANCING HIGH RELIABILITY ACROSS THE MHS

THE MHS QUADRUPLE AIM AND HIGH RELIABILITY

Ready Reliable Care enables a unified MHS and drives achievement against every component of the MHS Quadruple Aim:

- **BETTER HEALTH**
  Excellent care delivery, supported by systemwide teamwork and accountability, provides beneficiaries with better care experiences, better outcomes, and better overall health.

- **LOWER COST**
  High reliability addresses unwarranted variability across the system, resulting in improved efficiency. A commitment to zero harm contains avoidable costs due to medical error.

- **BETTER CARE**
  Commitment to a safety culture and to continuous process improvement enables the systemwide spread of leading clinical practices and improved administrative and business processes. Together, these improvements drive great outcomes, satisfied patients, and fulfilled staff.

- **IMPROVED READINESS**
  High reliability equips a Ready Medical Force with the innovation and teamwork capabilities necessary to respond effectively in an unpredictable deployed environment.

High reliability drives the better health and better care that sustain a Medically Ready Force.
Following a review of MHS performance in 2014, the MHS took specific actions to improve health care access, quality, safety, transparency, and patient engagement.

Since the 2014 MHS Review, the services and DHA have been working to:

- **Stand up infrastructure and governance** to implement high reliability across each service medical department and the entire system
- **Develop and improve processes** which increase efficiency and drive better outcomes
- **Increase standardization and transparency** across the system
- **Prevent patient harm** and improve outcomes

### WHERE WE’VE BEEN

- **INTEGRATE HRO ACROSS MHS**
  - Launch the MHS Ready Reliable Care campaign
  - Develop a MHS HRO education and training program
  - Develop a MHS HRO assessment strategy and tools
  - Advance and leverage partnerships that support the domains of change

- **FOSTER HRO LEADERSHIP ENGAGEMENT**
  - Establish a standard organizational structure that aligns HRO functions at every level
  - Implement leader engagement strategies at every level
  - Cultivate a learning environment

- **ESTABLISH MHS-WIDE CULTURE OF SAFETY**
  - Establish an HRO recognition program at every level
  - Standardize TeamSTEPPS across the MHS
  - Implement enterprise-wide Ready Reliable Care Safety Communication Bundle
  - Incentivize a just culture which supports continuous learning and transparency

- **IMPROVE MHS-WIDE PROCESSES AND STRUCTURES**
  - Develop, standardize, integrate, and mature continuous process improvement and change management across the MHS
  - Implement and improve standard, evidence-based practices to reduce variability

- **OPTIMIZE MHS PATIENT AND WORKFORCE EXPERIENCE**
  - Establish an organizational structure that prioritizes the patient and family experience at every level
  - Conduct a comprehensive environmental scan to identify best patient experience practices

As part of its growing role in the management of military health care, the DHA is drawing upon the experience of each service to centralize and expand HRO successes across the MHS. Efforts to drive high reliability in the MHS are occurring across five workstreams. Learn more about these high reliability efforts at [info.health.mil/sites/hro](http://info.health.mil/sites/hro).