

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.

