

MHS HIGH RELIABILITY ACCOMPLISHMENTS



Work to advance high reliability can be described across four areas: **developing and improving processes, standing up infrastructure and governance, increasing standardization and transparency, and preventing patient harm and improving patient outcomes.** The following are a few examples of MHS-wide and service-level achievements against these four areas:



Developing and Improving Processes

- Created a data portal and collection process to support behavioral health care and improved outcomes for patients with post-traumatic stress disorder.
- Established a pain evaluation and treatment process to improve outcomes and reduce risks associated with opioid use.
- Implemented dental surgery processes to target errors in dental procedures.
- Centralized approval and resourcing process for improving care and efficiency.
- Implemented the Army “Top 6” HRO Communications Practices in 2018, which corresponded with a dramatic decrease in DOD Reportable Events (DOD RE) and increase in Joint Patient Safety Reporting.
- From 2018 to 2019, increased Army leadership engagement in HRO by 26.2 percent.
- Navy’s Neuromusculoskeletal (NMSK) Clinical Community assembled mobile NMSK teams to bring injury prevention and treatment to carriers and standardized multidisciplinary clinics.
- Piloted the Navy Postpartum Hemorrhage Bundle at Naval Medical Center San Diego, which was adopted by the MHS Clinical Communities for future spread across all facilities.
- Neuromusculoskeletal Clinical Community, via the Traumatic Brain Injury Advisory Committee, developed the Acute Concussion Care Clinical Pathway in 2018.



Standing Up Infrastructure and Governance

- Established dedicated bodies, such as the MHS Clinical Communities, which drive MHS-wide clinical process improvement to deliver better patient outcomes.
- Organized seven DHA Clinical Management Teams to execute standardization and reduce variability and waste.
- Implemented performance management processes to improve outcomes and accountability of military hospitals and clinics.
- Stood up a centralized DHA Clinical Quality Management Program for all military medical treatment facilities (MTFs) and clinics, enabling greater accountability, transparency, and standardization in patient safety and clinical quality across the MHS.



Increasing Standardization and Transparency

- Began publicly sharing MTF performance data on the MHS public website, health.mil, in 2014. The data shows performance against key measures of access, safety, and quality of care.
- Began displaying MTF performance data on Hospital Compare in 2018 to allow greater transparency on the performance of MTFs against other hospitals.
- Became the first Federal Government agency to participate in the Leapfrog Group’s Hospital Survey in 2019.
- Standardized various service-level efforts in infection prevention and control to achieve systemwide improvement.
- Standardized response to obstetric emergencies, first in Army MTFs, then systemwide through the implementation of Code Purple.
- Improved transparency in Air Force processes for reporting central line-associated bloodstream infections, catheter-associated urinary tract infections, unintended retained foreign objects, wrong site procedures, and delays in treatment as well as diagnosis.



Preventing Patient Harm and Improving Patient Outcomes

- Reduced the reported number of wrong-site surgeries in the MHS by 40 percent between 2018 and 2019.
- Reduced the number of reported delay-in-treatment events by 70 percent between 2018 and 2019.
- Increased urgent care options and utilization since the MHS Review, such as through establishment of the Nurse Advice Line.
- From fiscal year (FY) 2018 to FY 2019, the MHS saw a 67 percent decrease in the number of maternal DOD REs.
- Achieved Active Duty (87 percent) and Reserve Component (85 percent) readiness targets for FY 2019.
- Improved use of urgent care by nearly 60 percent from 2017.
- Expanded TRICARE benefits coverage, such as increased physician and nonphysician behavioral health providers.
- Implemented reliable processes for appointment scheduling to improve the patient experience and support better outcomes.



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