



MHS READY RELIABLE CARE

LEARN MORE ABOUT READY RELIABLE CARE:
[HEALTH.MIL/READYRELIABLECARE](https://health.mil/readyreliablecare)

ALL LEADERSHIP, STAFF, AND PATIENTS CONTRIBUTE TO MHS IMPROVEMENTS BY APPLYING THE SEVEN READY RELIABLE CARE PRINCIPLES IN THEIR DAILY WORK:



Preoccupation with Failure

Drive zero harm by anticipating and addressing risks



Sensitivity to Operations

Be mindful of how people, processes, and systems impact outcomes



Deference to Expertise

Seek guidance from those with the most relevant knowledge and experience



Respect for People

Foster mutual trust and respect



Commitment to Resilience

Leverage past mistakes to learn, grow, and improve processes



Constancy of Purpose

Persist through adversity towards the common goal of zero harm



Reluctance to Simplify

Strive to understand complexities and address root causes

EFFORTS TO ADVANCE A READY, RELIABLE MHS ARE DESCRIBED AGAINST FOUR DOMAINS OF CHANGE:



Leadership Commitment

Prioritize Ready Reliable Care at all levels of leadership



Culture of Safety

Commit to safety and harm prevention



Continuous Process Improvement

Advance innovative solutions and spread leading practices



Patient Centeredness

Focus on patients' safety and quality of care experience