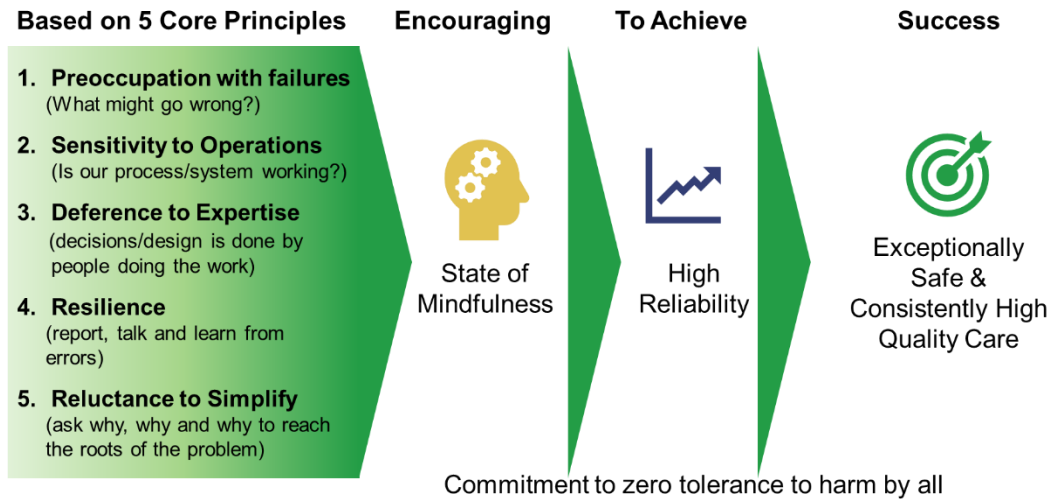


FAQ Frequently Asked Questions

Achieving Zero Harm by becoming a High Reliability Organization

1. What is becoming a High Reliability Organization (HRO)?



2. Where did the concept of HRO come from?

HRO was developed at the University of California based on research of high-risk and complex organization who rarely have errors. Shining examples include the airline industry, oil refineries and aircraft carriers. Over the last decade HRO has moved into health care and been instrumental in helping leading hospitals around the world achieve zero preventable harm.

3. What are the benefits of HRO?

Not only does becoming a high reliability organization mean patients and families receive safe and exceptional care each and every time, it also:

- ↑ Increases employee satisfaction
- ↑ Increases professional growth and development
- ↑ Enhances the KFSH&RC brand and reputation
- ↓ Reduces waste
- ↓ Reduces costs
- ↓ Reduces complaints and liabilities

4. What is the different between zero harm and becoming a high reliability organization (HRO)?

Safety is Our Value



A core value at KFSH&RC is ensuring a safe environment for patient, families, staff and volunteers.

HRO is Our Journey



HRO is the act of shifting our thinking and behaviours and consistently focusing on HRO principles every day.

Zero Harm is Our Goal



If we embrace HRO, we will achieve zero harm. It is a journey that will take time, but leading hospitals have proven success is possible if we remain committed.

5. Who is accountable for zero harm and HRO?

Zero harm is everyone's responsibility – from patients and families to staff and volunteers. Not one person shoulders more responsibility than the next and we must work together to make safety everybody's business each and every day.



6. I thought KFSH&RC was one of the top hospitals in the world, is there are problem with our performance?

We use data and global benchmarks to track our performance, and our results are exceptional. When it comes to a human life, KFSH&RC wants to do better than an acceptable standard of error. For the patients and their families who experience a medical error, zero is the only standard. In November 2017 we formally committed to HRO and achieving zero harm to not only strengthen our leadership role and reputation, but set a new standard of excellence.

7. There is so much change happening at KFSH&RC, why have we chosen now to focus on zero-harm and HRO?

The life of every patient, family, staff and volunteer at KFSH&RC is precious and there is no greater responsibility than keeping them safe from harm. Each year, 1 in 10 patients in the U.S. are affected by preventable medical errors. Last year, there were 10 patients who were permanently injured or died at KFSH&RC. We cannot afford to wait.



8. What is my role as a leader/manager/supervisor?

Leaders are critical partners in our journey to zero harm. You are an important voice and your team looks to you for guidance and direction. As a leader, we need you to:

- **Become Informed:** Read the documents provided and attend information sessions to deepen your understanding of HRO and zero harm;
- **Cascade Information:** Share information with your team and answer questions;
- **Be a Champion:** Be a visible leader actively championing zero harm; and
- **Provide Feedback:** Share feedback and questions with Quality Management so we can best support you.

9. My team does not provide direct patient care; how do we support zero-harm and HRO?

Regardless of your profession, position or department, we all play a role. For example:

- Helping a lost patient find their clinic so they don't miss an appointment can prevent their condition from worsening because they are forced to reschedule.
- Notifying housekeeping of a spilled cup of coffee can prevent someone from falling and injuring themselves.
- Simplifying forms so that patients can better understand the content can prevent mental stress.

10. HRO and zero harm sound complicated. How will we do it?

Achieving zero harm is a journey supported by an enduring commitment to continuous improvement, but it does not have to be complicated. Quality Management, together with leaders across KFSH&RC, will work with you to help show you the way. To get started though, there are two simple steps:



Commit to joining the HRO and zero harm journey.



Every day ask yourself how you can prevent harm and pledge to make a difference.