



BEST HIGH RELIABILITY PRACTICES

Facility Name:

Date:

Below is a list of the Performance Improvement indicators / processes that you should be monitoring in your organization. Use the information to evaluate your current process. Does your organization:

PERFORMANCE IMPROVEMENT	MET/UNMET	COMMENTS
Track patient fall rates		
Track hospital acquired wounds		
Track medication errors		
Track employee needle sticks		
Track employee trips and falls		
Regularly evaluated risks for injury to patient/families/visitors		
Track near misses		
Conduct root cause analysis (RCA) as needed		
Conduct failure mode effects analysis (FMEA)		
Provide feedback to staff on all PI events.		
MEDICAL STAFF		
Encourage physician input		
Track physician behavior		
Have a physician champion		
Use standard meeting format		
Use physician report cards		
Educate physicians		
BOARD OF TRUSTEES		
Educate members of performance improvement and high reliability processes		
Inform members of quality issues		
Inform members of safety issues		
Use standard meeting format		



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LEADERSHIP		
Communicate adverse events		
Communicate near misses		
Communicate complaints		
Communicate staffing issues		
Communicate medical device/supply issues		
Communicate environmental issues		
COMMUNICATION		
Implement bedside Reporting		
Utilize hand off practices		
Have a transfer process in place		
Perform huddles		
Use standardized tools		
Debrief		