READY RELIABLE CARE OVERVIEW





MHS COMMITMENT TO HIGH RELIABILITY

- Ready Reliable Care is the commitment to advancing safe, ready, and reliable health care to the 9.6 million MHS beneficiaries.
- The patient experience is at the heart of managing risk and regulating operations at every level to advance the MHS toward zero harm.
- To achieve its readiness and health mission, the entire organization must adopt reliable behaviors, practices, and processes. Regardless of job function, all staff members shape the reputation of the MHS and its success as a ready, reliable health system.
- Continuous process improvements to care and operations demonstrate the MHS' unwavering commitment to readiness and health by ensuring that best practices are being utilized.
- The transition of MTF authority accelerates efforts to establish a ready, reliable culture, and to provide consistent, high-quality care to every patient within the MHS.



Leadership Commitment:

Prioritize Ready Reliable Care at all levels of leadership

MHS Example:

Leaders leverage staff expertise for input, regardless of rank.



Culture of Safety:

Commit to safety and harm prevention

MHS Example:

Personnel communicate as a team to ensure safe practices become second nature.

HOW IS THE MHS DRIVING BETTER OUTCOMES?

Efforts to improve outcomes and advance a ready, reliable MHS are described against four domains of change.



Continuous Process Improvement:

Advance innovative solutions and spread leading practices

MHS Example:

MHS Clinical Communities monitor performance and improve clinical practice and standards of care.



Patient Centeredness:

Focus on patients' safety and quality of care experience

MHS Example:

Individuals and teams work to anticipate the needs of patients and their families to improve health and readiness.

MHS leaders, staff, and patients contribute to improved outcomes by embodying the 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

MHS on the road to

READY RELIABLE CARE







Following a review of all military medical treatment facilities (MTFs) in 2014, the MHS took specific actions to improve health care access, quality, safety, transparency, and patient engagement. Each military service implemented distinct initiatives to enhance outcomes through highly reliable practices. Simultaneously, tri-service groups, such as the MHS High Reliability Organization Task Force, brought the services together to advance improvements on an enterprise level. As part of its growing role in the management of military health care, DHA is working to unify, standardize, and extend leading practices across the MHS. This timeline is a brief snapshot of notable milestones on the MHS' journey toward Ready Reliable Care.

