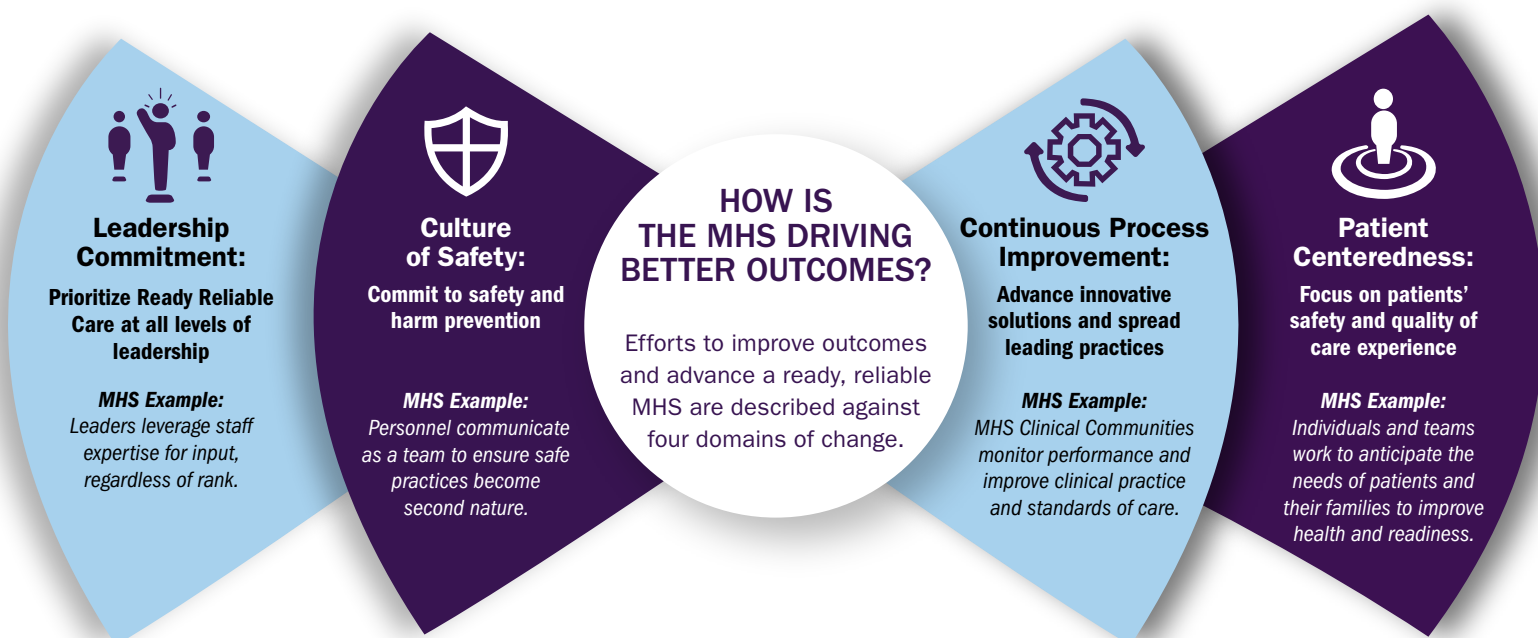
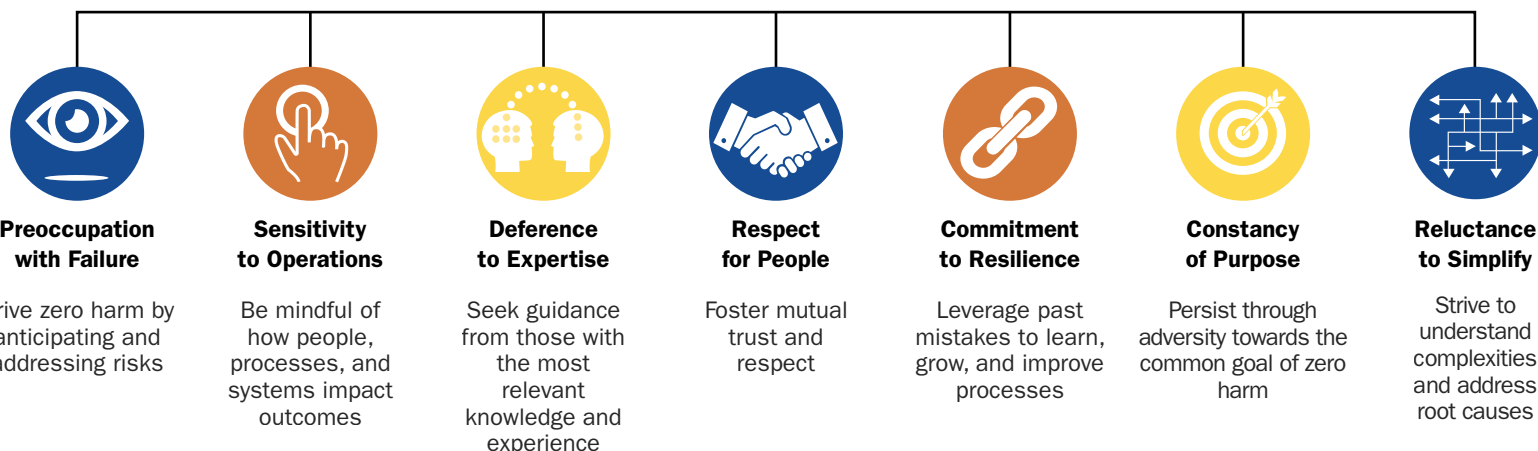


MHS COMMITMENT TO HIGH RELIABILITY

- 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.



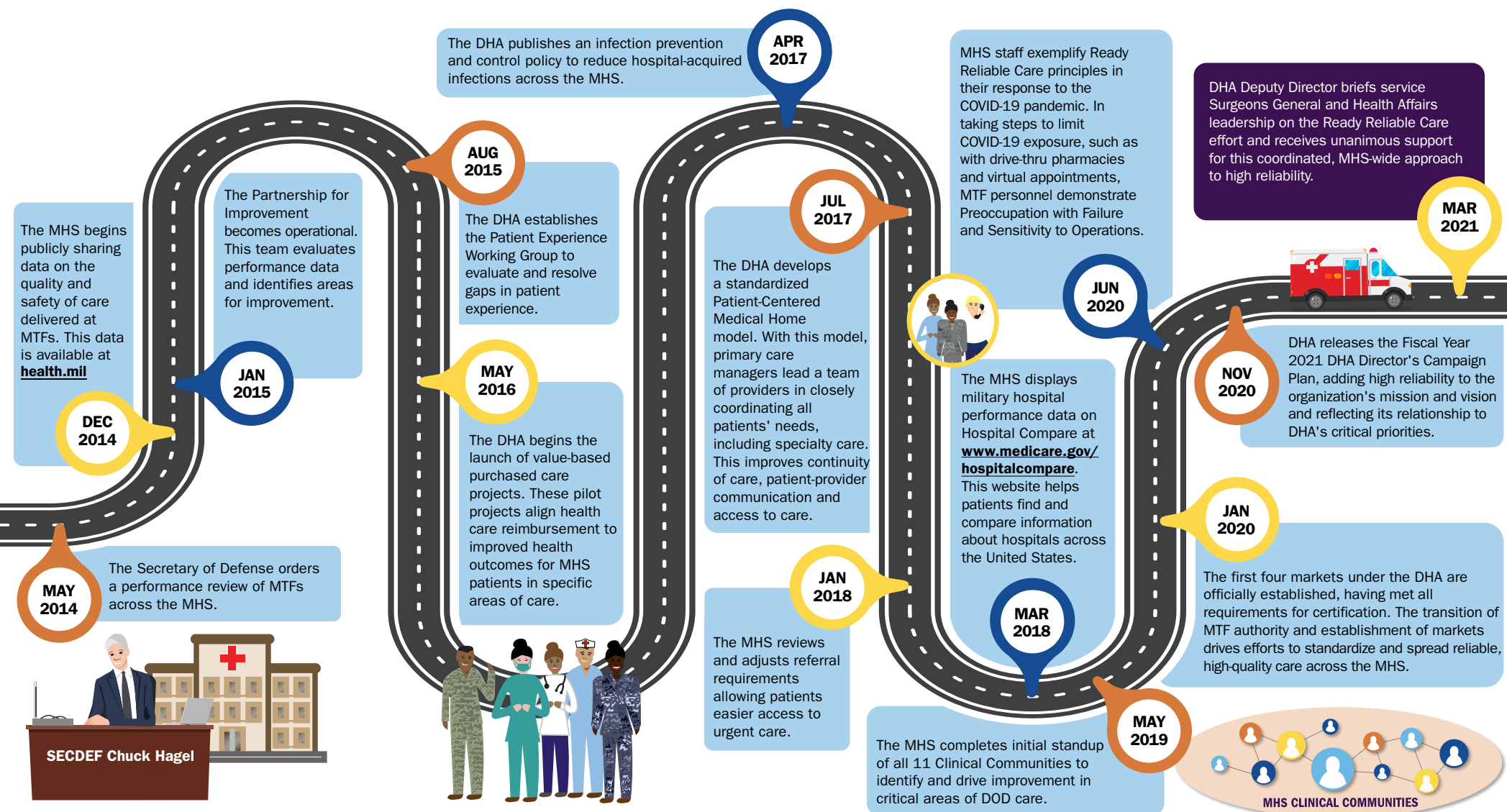
MHS leaders, staff, and patients contribute to improved outcomes by embodying the Ready Reliable Care principles in their daily work



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.



Find Ready Reliable Care resources for staff on our public website at health.mil/ReadyReliableCare.