The DHA Patient Safety Program is excited to share more information about the Ready Reliable Care Safety Communication Bundle (RRC SCB) resources, designed to standardize six measurable practices to improve patient safety in the Military Health System. Our resources – available this FY22 Q1 – will help you to: implement the 6 Safety Communication Bundle practices, distribute job aids, track progress, measure practice compliance, submit quarterly data, and participate in quarterly Safety Forums.

Ready Reliable Care describes all Military Health System (MHS) efforts to become a high reliability organization (HRO). An HRO strives for zero preventable harm and promotes continuous learning and improvement, despite operating in complex or high-risk environments. To achieve these goals, leaders at all levels must foster an atmosphere of mutual trust and respect, empowering staff members to identify and express safety concerns, mitigate risk, and appropriately resolve situations that can lead to patient safety events, as well as workforce burnout.

Through its focus on early identification and mitigation of safety concerns, the RRC Safety Communication Bundle supports these efforts, providing the means for leaders, providers, and staff to promote safety and quality of care, as well as staff well-being and team resilience.
Standardize 6 Measurable Practices to Improve Patient Safety

1. Leader Daily Safety Briefs
   Leaders at all levels identify and discuss issues that have occurred or are likely to occur.

2. Safety Leadership Rounds (WalkRounds™)
   Leaders conduct informal conversations with staff about safety issues, including factors related to patient safety and staff well-being.

3. Unit-Based Huddles
   Multi-disciplinary teams huddle at the beginning of the day, shift, or event of care to review the plan and resources, address questions, elevate issues to leadership, and reduce burnout factors.

4. I-PASS
   - During each handoff, systematically share the I-PASS information.

5. Surgical Briefs and Debriefs
   - Before surgery, work as a team to review the plan.
   - After the surgery, review the case and team actions, then discuss opportunities for improvement.

6. Universal Protocol
   - Check that you have the right person, procedure, and site.
   - Mark the surgical site.
   - Conduct a time-out before the surgery starts.

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These SCB products were sent to parent MTFs for distribution to area MTFs.

Digital files will be available to MTFs in Q2.
The Safety Communication Bundle (SCB) Information Portal was established to provide patient safety professionals a centralized location to obtain policy documents, implementation guides, roll-out plans, webinars, micro-learning videos, information sheets and other resources that will help guide the Safety Communication Bundle implementation process.

Click the link below to access the portal.
https://go.usa.gov/xea8J
(CAC-enabled link)