

HRO

HIGH RELIABILITY ORGANIZATION

3 Pillars

- Leadership Commitment
- Safety Culture
- Continuous Process Improvement

5 Principles

- Focus on Front Line Staff and Care Processes
- Anticipate Risk – Every Staff Member is a Problem Solver
- Get to the Root Causes
- Bounce Back from Mistakes
- Empower and Value Expertise and Diversity

7 Values

- It's about the Veteran
- Support a Safety Culture
- Commit to Zero Harm
- Learn, Inquire and Improve
- Duty to Speak Up
- Respect for People
- Clear Communications