

Creating highly reliable health care: how reliability-enhancing work practices affect patient safety in hospitals.

November 2, 2016

Vogus TJ, Iacobucci D. Creating Highly Reliable Health Care. ILR Review. 2016;69(4).

doi:10.1177/0019793916642759.

<https://psnet.ahrq.gov/issue/creating-highly-reliable-health-care-how-reliability-enhancing-work-practices-affect-patient>

[High reliability organizations](#) are those within high-risk industries that have adopted processes to detect and address failures before harm occurs. This survey study of nurses and nurse managers found that use of reliability-enhancing [work practices](#), such as giving frontline employees mechanisms to recommend organizational change, is associated with fewer medication errors and falls. These results suggest that high reliability strategies can support patient safety.