

Applying the high reliability health care maturity model to assess hospital performance: a VA case study.

January 3, 2017

Sullivan JL, Rivard PE, Shin MH, et al. Applying the High Reliability Health Care Maturity Model to Assess Hospital Performance: A VA Case Study. Jt Comm J Qual Patient Saf. 2016;42(9):389-411.

<https://psnet.ahrq.gov/issue/applying-high-reliability-health-care-maturity-model-assess-hospital-performance-va-case>

[High reliability organizations](#) operate in high-hazard domains with consistently safe conditions. Through individual interviews, investigators determined that staff perceptions of patient safety largely matched their conceptual model of a high reliability health care organization and found two additional characteristics: teamwork and [systems approaches](#) to improvement. The authors suggest their model of high reliability organizations can be used to assess organizational reliability.