

## Health systems and hospitals in pursuit of high reliability.

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Cheney C. HealthLeaders Media. April 17, 2019.

<https://psnet.ahrq.gov/issue/health-systems-and-hospitals-pursuit-high-reliability>

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This news article describes how a 19-hospital health system successfully applied [high reliability principles](#) to emphasize a [zero-tolerance](#) focus on patient harm. The coordinated effort across the system achieved a drop in [readmissions](#) and physician burnout. Tactics used to improve reliability include huddles, purposeful redundancy, and [leadership engagement](#).