

## Development and expression of a high-reliability organization.

December 1, 2021

Phillips RA, Schwartz RL, Sostman HD, et al. Development and expression of a high-reliability organization. NEJM Catal Innov Care Deliv. 2021;2(12). doi:10.1056/cat.21.0314.

<https://psnet.ahrq.gov/issue/development-and-expression-high-reliability-organization>

---

This article summarizes the principles of [high reliability](#) organizations (HROs) and how one healthcare organization sought to become an HRO by emphasizing a culture of safety and the learning healthcare system. The authors discuss how the principles of high-reliability were successfully leveraged during the [COVID-19 pandemic](#).