

Quality, Safety and High Reliability: Leading the Transformation

High Reliability as an Operating Model for Quality and Safety

Custom program: Duration and modules tailored to your organization

The essential promise of healthcare — helping people at their most vulnerable — has never been more challenging to deliver. This course presents a comprehensive, enterprise-wide approach to achieving high reliability that moves beyond siloed quality and patient safety programs. Participants will explore an integrated operating model that strengthens an organization's ability to consistently detect, prevent, and mitigate harm. Emphasis is placed on improving equitable outcomes, patient and workforce engagement, and sustained performance results. This interactive course also highlights how high reliability supports stronger public rankings, pay-for-performance outcomes, and long-term financial value.

Why consider this course:

This course helps healthcare leaders move beyond fragmented quality and safety efforts to build a high-reliability culture that reduces harm, strengthens accountability, improves outcomes, and drives lasting organizational performance.

- **Break Down Silos:** Build safer and more reliable systems across teams and departments
- **Reduce Harm Before It Happens:** Learn how to maintain a priority on quality and risk reduction while still effectively balancing other operational, regulatory, and financial priorities
- **Turn High Reliability from Theory into Daily Practice:** Implement structures aligned with a shared framework that allows for standard improvement approaches to be executed consistently and in a sustained way
- **Improve Outcomes, Rankings, and Financial Performance** Improve rankings, ratings, and public trust while achieving a positive return on investment through improved quality care



Who should attend:

- Chief Executive Officer
- Hospital Counsel
- CMO/VPMA
- Chief Operating Officer
- Chief Quality Officer
- Clinical Transformational Leader
- Compliance Officer
- Patient Safety Officer
- Risk Manager
- Quality Director

Request a custom proposal:

Contact our sales team to discuss your goals, delivery options, and pricing.

Call **800-807-9819** or
Email info@greeley.com

“*Phenomenal HRO session! I traveled with three providers and attended multiple seminars, which we were all thankful for attending and bringing back the knowledge for our organization.*”

Shanna Harney-Bates, BS, AA, HACP
Chief Quality Officers, WhidbeyHealth



Course modules and what you will learn in each section:

The following modules are designed for a 12-hour course from our national seminar. For a custom education engagement we will work with you to select modules and modify them based on your needs.

MODULE	WHAT YOU WILL LEARN
The Healthcare Crisis and Why Change Can't Wait	Understand the current healthcare climate and challenges healthcare providers face
What is a High Reliability Healthcare Organization?	Describe the essential characteristics and capabilities of a high reliability organization
Aligning Quality, Safety and Operations Through an Intentional Structure	Understand the importance of structure and alignment in an effective quality and safety enterprise
Developing a Comprehensive Approach to Quality	Appreciate the elements of a comprehensive quality program in the inpatient setting
Developing a Comprehensive Approach to Patient Safety	Appreciate the elements of a comprehensive safety program in the inpatient setting
Ambulatory Quality and Safety	Identify ambulatory-specific quality and safety risks and select practical tactics to standardize workflows and reduce preventable harm
Health Equity – an essential part of quality and safety improvement	Understand how HRO enables reliable detection of inequitable care and implementation of practical solutions
High Reliability People Management – HR and the Medical Staff Office	Articulate a high-reliability approach to performance management that can be used for medical staff and employees more broadly
Leading for Reliability: Your Role as an Executive	Describe the role of executive leadership in becoming a high reliability organization

Featured Speakers



Jennifer Beloff,
RN, MSN, APN



Patrice Burgess, MD



Paul Murphree, DO



Stephanie Boyd,
DNP, RN, CPHQ



Steve Mrozowski, EMT-P,
MHA, CPPS, FACHE



Andrew Resnick, MD