

RRC HIGH RELIABILITY ORGANIZATION 2021 AWARDS PROGRAM



WHAT IS THE PROGRAM ABOUT?

The Ready Reliable Care (RRC) High Reliability Organization (HRO) Awards Program recognizes initiatives that improve the Military Health System (MHS). We seek approaches and enhancements in both clinical and non-clinical areas that result in more reliable processes, better outcomes, and higher quality care. The goal of the Awards Program is to promote a culture of learning, sharing, and continuous improvement.

2021 AWARD DOMAINS



LEADERSHIP COMMITMENT

Prioritize Ready Reliable Care at all levels of leadership



CULTURE OF SAFETY

Commit to safety and harm prevention



CONTINUOUS PROCESS IMPROVEMENT

Advance innovative solutions and spread leading practices



PATIENT CENTEREDNESS

Focus on patients' safety and quality of care experience

WHO IS ELIGIBLE TO SUBMIT?

Staff members and teams who sustain the continuum of care and support from intake to discharge, from infrastructure to business practices, to implementation and appraisal of processes and systems, are eligible and encouraged to submit an application focusing on any of the award domains. Managed care support contractors, overseas contractors, and designated providers are also encouraged to submit.

WHY SHOULD I APPLY?

- Draw attention to MHS efforts to drive change and improvements.
- Receive recognition at the annual AMSUS Conference.
- Share initiatives, leading practices, and lessons learned across the MHS.

WHERE CAN I FIND RESOURCES?

The **RRC High Reliability Organization 2021 Awards Program Application Guidance** is available for download on the [DHA Patient Safety Learning Center](#). This guide provides additional details and examples within each award domain. It also includes an application checklist and scoring template. The DHA Patient Safety Learning Center houses abstract summaries and webinars from previous HRO winners that may be helpful in crafting your submissions.

Deadline for submissions is Monday, 9 August 2021 at 0700 EST.

If you have any questions, please e-mail: dha.ncr.j-3.mbx.MHSHighReliabilityAwards@mail.mil



Learn more about High Reliability in the MHS on the DHA HRO website.
<https://info.health.mil/sites/hro/Pages/Home.aspx>