



Our HRO Journey

In declaring **Zero Harm** as the goal of every team member in the University of Maryland Medical System, we are also committing to a purposeful and total transformation of our culture.

This journey demands that we become a High Reliability Organization (HRO), **compelled by our mission and shared values** to embrace new ideas, principles, practices and tools that will, over time, reshape the care we deliver to patients and each other.



compassion
discovery
excellence
diversity
integrity

To purposefully advance the shared principles that are foundational to our work:

Compassionate,
High-Quality Care

Health Care
Transformation

Commitment to
Community

Discovery-Based
Medicine



HRO Components

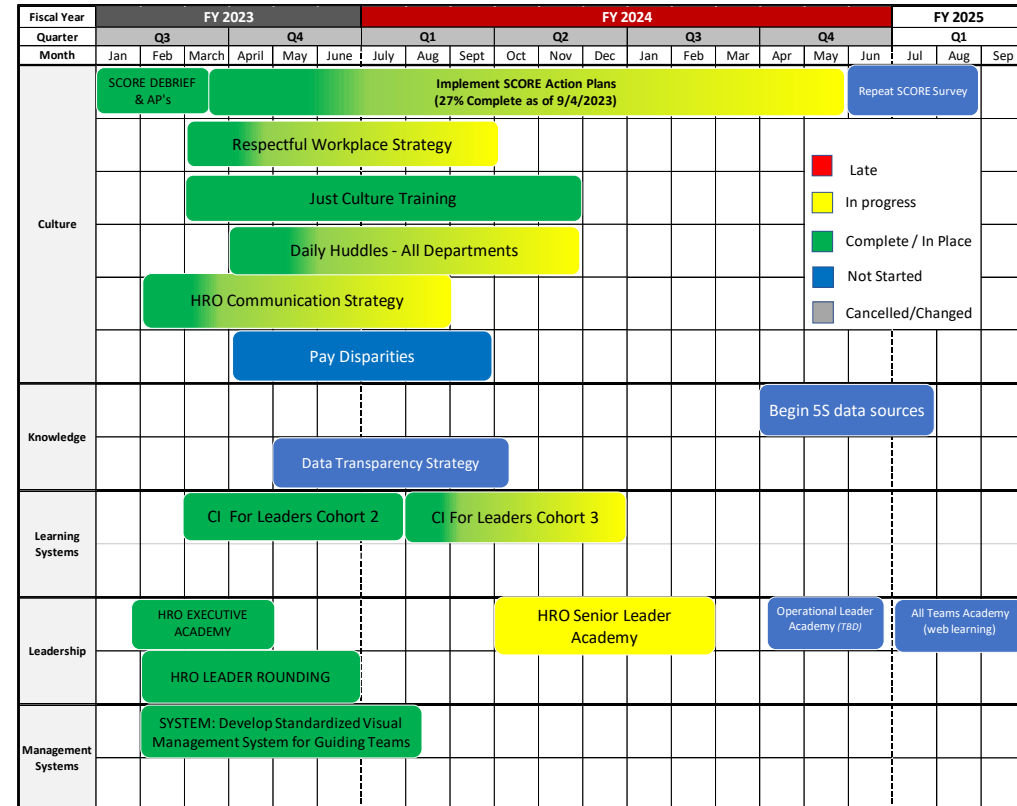




Guiding Team

UCH Guiding team

- Meets twice per month
- Manage the execution of our roadmap
- Discuss our leadership approach to culture
- Develop improvements to better serve our team members and ultimately our patients
- Governance is executed through our CEO, to the system guiding team and the Corporate CEO



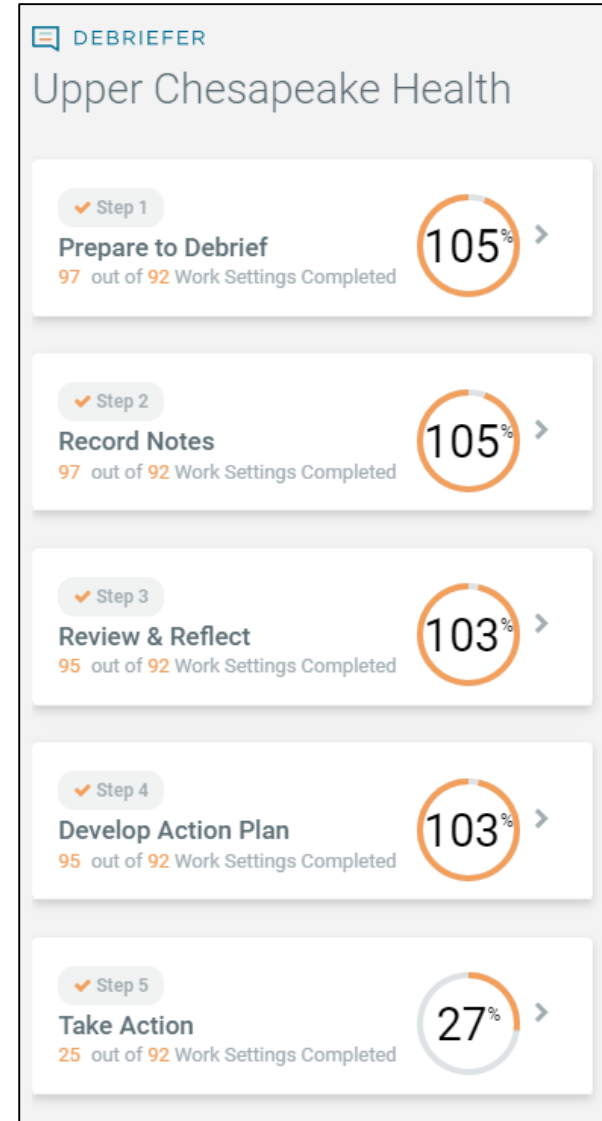


SCORE

25 Departments completed their SCORE Survey Action Plan within the first 6 months for a 27% implementation rate. (as of 9/4/2023)

Revised the FY24 Department Objectives to include a 'Joy' category to support the need to complete our SCORE survey action plans.

Our next survey is scheduled for June, 2024.



SCORE = (Safety Culture, Operational reliability, Resilience/Burnout and Engagement) Survey



Rounding

Our Leadership team rounds on a weekly basis

Dialogue on culture related questions

Discuss any departmental needs

Close the loop on actions from prior rounds

Provide recognition to the team





High Reliability Academy

Traits of High Reliability

- Preoccupation with Failure
- Reluctance to Simplify
- Sensitivity to Operations
- Commitment to Resilience
- Deference to Expertise



[Vizient Model]

30 Senior Leaders Scheduled to attend
October 2023 – January 2024