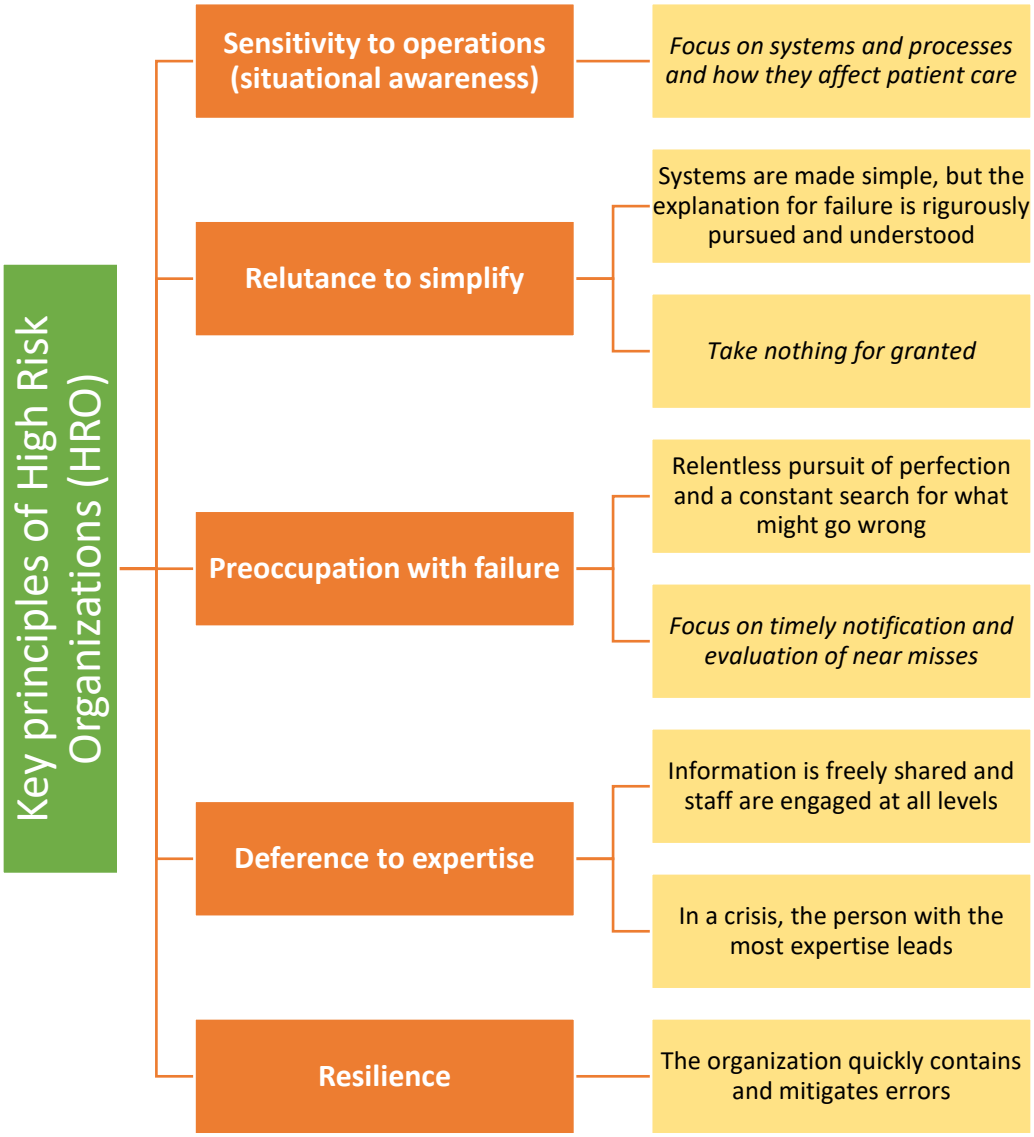
PATSAFE TOOLBOX No. 8

Attributes of High Reliability Organizations



A High Reliability Organization must sustain a "mindful infrastructure" which…

1. Observes and tracks small failures and anomalies
2. Resists oversimplification
3. Remains sensitive to operations
4. Maintains capabilities for resilience
5. Looks to expertise not rank to inform decisions

References

Self-developed based on:

- The Health Foundation. 2011. High reliability organisations. https://www.health.org.uk/sites/default/files/HighReliabilityOrganisations.pdf
- Dr. Paul Barach's videolecture "Attributes of High Reliability Organizations" for the course "Methods of analysis of adverse events and improvement of patient safety (II)" of the PATSAFE project.

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