Poster: "Improving High Reliability Organization (HRO) Education, Culture, & Engagement Through Video"

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Improving High Reliability Organization (HRO) Education, Culture, & Engagement Through Video
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**Background**
89% of SJHE and RMH caregivers and leaders are trained in HRO, but ongoing engagement is needed.
Research demonstrates that using video in medical education supports and enhances learning and offers a bigger advantage in contrast with traditional methods (Hurtubise et al., 2013). [https://doi.org/10.4300/JGME-05-01-32](https://doi.org/10.4300/JGME-05-01-32)

**Methods**
- Find Good Catches Stories
- Use HRO 3-part format
- Interview/Film on cellphone
- Edit, Publish, and Share using Microsoft Apps
- Connect stories to HRO
- Highlight caregivers

**Results**
- 83% increase in Near Miss/Good Catch reporting
- 2022 Caregiver Experience Survey - “I am encouraged to report patient safety concerns.”
  ➢ 92% (RMH)
  ➢ 82% (SJHE)

**Discussion**
- Videos don’t replace leadership involvement
- Videos support HRO Engagement and Coaching
- More research needed

**Implications for Practice**
- Cost-Effective
- Changes Culture
- Makes HRO Fun

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**Purpose**
Show how HRO videos:
- Reinforces HRO Education
- Engages & Inspires Caregivers
- Improves Culture

Please use the QR code above to view HRO videos.