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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>

Purpose

Show how HRO videos:

- Reinforces HRO Education
- Engages & Inspires Caregivers
- Improves Culture

Please use the QR code above to view HRO videos.

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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