

HRO Presentation: Our Journey to Building a Higher Reliability Organization

Post Presentation Questions

1. Which of the following is NOT an example of a High Reliability Organization (HRO)?

- A. Aviation
- B. Amusement park
- C. Commercial rail
- D. Nuclear power plant

Answer:

2. A High Reliability Organization (HRO)

- A. Has no errors
- B. Is impossible to attain in the healthcare industry
- C. Is possible in any industry, including healthcare
- D. Works well in only a limited number of industries, such as the airlines

Answer:

3. Approximately what is the airline industry's fatality rate per million flights?

- A. 100 deaths
- B. 10 deaths
- C. 5 deaths
- D. 2 deaths

Answer:

4. According to the Institute of Medicine (IOM), how much safer is the airline industry than healthcare?

- A. 10 times
- B. 100 times
- C. 500 times
- D. 1000 times

Answer:

5. Which of the following are concepts of an HRO?

- A. Reluctance to simplify
- B. Resilience
- C. Preoccupation with failure
- D. Preoccupation with failure

Answer:

6. Sensitivity to Operations means:

- A. Focusing on “big picture” processes
- B. Paying attention to work as it is being performed to localize problems
- C. Assuming the expected procedure will go according to policy
- D. Allowing routine tasks to become “mindless”

Answer:

7. Mindfulness refers to:

- A. Maintaining high Press Ganey scores
- B. Focusing only on your particular role in a procedure
- C. Being vigilant on a continuous basis about the totality of a process
- D. None of the above

Answer:

8. Near misses:

- A. Are an opportunity to improve
- B. Are uncommon in healthcare
- C. Are not part of a successful HRO
- D. Should not be reported / analyzed

Answer:

9. Deference to Expertise means:

- A. The provider with the most experience is always correct
- B. Deferring to the person with the most knowledge of what’s unfolding
- C. Continuing the process if the doctor is in a hurry
- D. Adhering to a strict hierarchical structure

Answer:

10. Problems of over-simplification include:

- A. Details of a process can be lost
- B. Early warning signs can be hidden
- C. Repeated failures in new and novel ways
- D. All of the above

Answer:

☐ *I attest that I have participated in the enduring material educational activity entitled
“Our Journey to Building a Higher Reliability Organization”

* Required

Physician Name (please print) : _____

License Number: _____

Email Address: _____

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