

## High Reliability Education

Video link: <https://sacredheart.adobeconnect.com/p1qxf4gtyr/>

Please copy link into web browser to view video and answer questions.

1. What is High Reliability?
  - a. Perfect attendance
  - b. Giving medications on time
  - c. Preventing errors
  - d. Knowing all the policies
  - e. All of the above
  
2. How can safety affect our culture at Sacred Heart?
  - a. It improves quality care
  - b. It increases patient satisfaction
  - c. It decreases costs
  - d. It improves associate and physician job satisfaction
  - e. All of the above
  
3. True or false? There is one death with every 378 admitted patients nationwide.
  
4. How can we impact safety for our patients? List three examples
  
5. Why do we make mistakes? List three examples.
  
6. Why do we use a time out before each procedure?
  
7. True or false? The physician's orders must be followed in all circumstances.

8. Discuss how clear communication can keep the patient safe.