Prioritize Safety on Your Journey to Zero Harm

Press Ganey’s High Reliability Organization (HRO) Leader Skills eLearning Program

Leaders play a critical role in creating a high reliability organization. They require a willingness to prioritize safety and the skills necessary to incorporate safety in day-to-day health care operations.

The High Reliability Organization (HRO) Leader Skills eLearning Program is an interactive, multi-course curriculum that develops leadership skills and equips leaders with practical tools to build teams that prioritize and proactively address safety in everything they do.

The eLearning program features HRO Leader Skills across four categories: Messaging on Mission, Anticipating to Avoid Events, Reinforcing and Building Accountability, and Leading Local Learning. Mastering these skills is necessary for leaders to implement a highly-reliable approach to safety and achieve outstanding outcomes.

The curriculum is led by industry thought leader, Craig Clapper, Press Ganey’s Transformational Services Partner and one of the authors of Zero Harm: How to Achieve Patient and Workforce Safety in Healthcare. This eLearning program complements Press Ganey’s comprehensive Transformational Safety Solution, led by members of Press Ganey’s Transformational Services team, by introducing a first step to an enhanced focus on safety, by supporting on-going training with new staff, or by providing a refresher to sustain the HRO leader skills.

Increase Understanding with Engaging, Interactive Lessons

The HRO Leader Skills eLearning program helps individual leaders reflect, assess their current competency, and fill gaps to better prioritize safety and promote open communication regarding safety events. The four modules have a number of supporting lessons that provide the direction necessary to master each of the four HRO Leader Skills. These lessons provide best practices for exhibiting HRO leader skills using a variety of scenario-based animations, self-assessment questions, knowledge checks, and guiding messages. This program is delivered on the HealthStream platform.
Reinforce Key Concepts and Assess Personal Skill Development

This eLearning program includes an implementation guide with recommended training calendar, and downloadable, tangible tools to support skill achievement and application, including a safety and reliability huddle template, a learning boards activity and worksheet, and a safety story planner. The year-long training plan combines the foundational modules and lessons with reinforcing booster exercises.

With a duration of 5-10 minutes, these booster exercises provide self-assessments to measure a leader’s effectiveness in demonstrating each of the four HRO Leader Skills. The placement of the booster exercises in the overall learning plan provides leaders with enough time to utilize the acquired skills before assessing the effectiveness of their training.

HRO Leader Skills Curriculum

- Message on Mission
  - Put Safety First in Decision-Making
  - Support Those Who Speak Up for Safety
  - Start Every Meeting with a Safety Message
- Anticipate to Avoid Events
  - Daily Check-in
- Build Engagement & Accountability
  - 5:1 Feedback
  - Four Cs to Influence
- Lead Local Learning
  - Learning Boards
  - Real-Time Simulation
- Booster Shot Exercises

Earn Continuing Education Credits

Leaders who complete this full HRO Leader Skills eLearning program will earn 3.5 hours of CE credits.

Contact Press Ganey today to learn more at (800) 232-8032.

1 In support of improving patient care, Press Ganey Associates is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. As a Jointly Accredited Organization, Press Ganey is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Press Ganey maintains responsibility for this course. Social workers completing this course to receive continuing education credits.