



Defense Health Agency (DHA) Clinical Communities Speaker Series

Resource List – July 2020

Health Innovations and Promising Practices

A High Reliability Organization (HRO) Framework for Healthcare: A Multi-Year Implementation and Associated Outcomes

[Patient-Centered, Integrated Health Care Quality Measures Could Improve Health Literacy, Language Access, and Cultural Competence](#) recommends the integration of health care quality improvement measures for health literacy, language access, and cultural competence. Current initiatives by the federal government and other payers, national health quality organizations, and national health care leadership organizations provide timely opportunities for the adoption and use of an integrated measure of health literacy, language access, and cultural competence.

[Challenges and Opportunities for Improving Patient Safety Through Human Factors \(HF\) and Systems Engineering \(SE\)](#) provides an overview of HF/SE, its demonstrated value to a wide range of patient safety problems, in particular medication safety, and challenges to its broader implementation across health care. The article proposes seven recommendations and policy implications to maximize the spread of HF/SE, including formal and informal education programs, greater adoption of HF/SE by healthcare organizations, expanded funding to foster greater clinician-engineer partnerships, and coordinated national efforts to design and operationalize a system for spreading HF/SE into health care nationally.

[Clinical Quality Management \(CQM\) in the Military Health System \(MHS\) replaces Medical Quality Assurance.](#) Through CQM, the MHS affirms its unwavering commitment to quality healthcare and patient safety for beneficiaries, joint healthcare teams, and Combatant Commands across the globe. Learn about the six programs that operationalize CQM. Furthermore, the article presents a toolkit for MTF Commanders/Directors and providers to leverage in carrying out CQM, providing an overview of the DHA-PM, and includes materials such as infographics, briefings, and digital resources to guide implementation processes and communicate the changes.

[Quality Assurance and Patient Safety Measures: A Comparative Longitudinal Analysis](#) is a longitudinal observational study that analyzed the relationship of the Safety Culture and Quality Assurance measurements in a healthcare organization. While assessments of safety culture inform us of more global attitudinal aspects, the assessments of the implementation of quality plans focus on more specific aspects of direct patient care. The agreement of both measures suggests that the plans in terms of quality and safety achieve the desired level of deployment.

[NCPS Patient Safety Improvement Handbook](#) provides procedures used to accomplish the VHA's goal of preventing inadvertent harm to patients as a result of their care. The patient safety program has implemented a three-step approach to improving patient safety, and promotes the implementation of knowledge-based actions that can be formulated, tested, and implemented at the local and national levels to effectively mitigate system vulnerabilities that can lead to patient harm.



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References

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