



Oro™ 2.0 Helps Hospital Leadership Assess Organizational High Reliability

The Joint Commission Center for Transforming Healthcare has released Oro™ 2.0, an online high reliability assessment and resource library designed to guide hospital leaders through the process of determining their organization's level of maturity in multiple components of high reliability and assist them in striving for the goal of zero preventable harm.

The Web-based Oro 2.0 Assessment conducts the hospital leadership team through a series of questions, which allows for discussion and alignment on key strategic performance issues. Once an assessment is completed, a report is generated that identifies strengths and opportunities for improvement and directs users to resources specific to their organization's high-reliability maturity level. Users also are directed to resources within the Oro 2.0 Resource Library that are specific to their organization's high-reliability needs, particularly in the areas of leadership commitment, safety culture, and performance improvement.

“We developed Oro 2.0 because we are seeing limited progress in health care improvement today. High reliability in health care is excellence in patient care for every patient, every time. With the assessment, it is our goal to engage hospital leaders in the high reliability journey through a consensus-driven process that guides them to a transformative perspective regarding their approach to zero harm and organizational performance,” says Erin DuPree, MD, FACOG, vice president and

chief medical officer, Joint Commission Center for Transforming Healthcare.

Based on content published by Mark R. Chassin, MD, FACP, MPP, MPH, president and chief executive officer, The Joint Commission, and the late Jerod M. Loeb, PhD, in *Health Affairs** and *The*

* Chassin MR, Loeb JM. *The ongoing quality improvement journey: Next stop, high reliability.* Health Affairs. 2011 Apr;30(4):559–568.

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Milbank Quarterly†, the work to develop Oro 2.0 began in 2011 and has been pilot tested by more than 50 hospitals.

While Oro 2.0 is complimentary to Joint Commission–accredited hospitals, data is separate from accreditation and surveyors do not have access to Oro 2.0 data.

Users may log on to Oro 2.0 via the Center’s website at

<http://www.centerfortransforminghealthcare.org/oro.aspx> or their *Joint Commission Connect™* extranet site.

Questions about Oro 2.0 may be directed to oro2.0@jointcommission.org to or 630-792-5800. For more information about the Center for Transforming Health Care, visit <http://www.centerfortransforminghealthcare.org>. 

† Chassin MR, Loeb JM. High-reliability health care: Getting there from here. *Milbank Q.* 2013 Sep;91(3):459–490.