

High Reliability Academy

Develop the required skills, activities, and behaviors to achieve and sustain high reliability



The High Reliability Leadership Academy from Kaufman Hall, a Vizient company, offers interactive leadership development experiences that help leaders at all levels understand their specific roles and accountabilities in leading change and shaping their organization's path toward high reliability success. Through customizable programs tailored to various leadership levels, the Academy equips leaders with the necessary skills and behaviors to drive meaningful change and achieve high reliability goals.

An organization's high reliability journey starts when leaders commit to doing things differently.

Nothing changes if nothing changes. An organizational shift begins when leaders are truly intentional about making high reliability “the way we do things around here,” reflecting a bold commitment to relentlessly pursue clinical, cultural and operational excellence—for every patient, every time. When healthcare organizations equip teams and leaders with the necessary skills, activities, and behaviors, patient outcomes improve, performance goals are met and teams find greater joy in their work.

To achieve and sustain this, everyone must commit to the journey—starting with leaders. They must understand high reliability principles, consistently model them, weave them into team activities and coach peers and direct reports in these concepts while holding each other accountable. This ensures that high reliability is embedded into the organization's fabric and is not just another passing initiative.

What sets the Academy apart?

Programs are designed for leaders who want the future to be different.

The Academy's customizable programs go beyond basic instruction, linking concepts to relevant real-world experiences that leaders face.

This approach jumpstarts reliability efforts and builds expertise across your organization. Based on the Kaufman Hall Framework for High Reliability Healthcare, each program embeds skills and behaviors into activities and processes that amplify current approaches to improve culture, harness knowledge, drive learning, transform leadership and improve the work.

Programs culminate in a set of leader-developed and tested outputs that, when applied consistently, can create sustainable impact on leaders, teams, patients and families—the people at the center of our work. Continuing education credit is offered for certain programs.



Our professional development offerings

The Academy offers interconnected programs that build on each other to spread the principles of high reliability across an organization. Together, they offer a seamless learning experience that develops and aligns leaders at all levels in strengthening culture and systems for sustainable impact.



High Reliability Executive Leadership Academy

Readies senior-most leaders to lead and sustain a high reliability journey, reinforcing the idea that “leaders go first” to build engagement and realize sustainable change. Via highly interactive experiences, sessions examine leaders’ experiences and knowledge through the lens of high reliability, linking concepts to real-world experiences, agreeing on a “way” forward for their organization. Participants identify targeted actions for participants to take as individuals and teams, setting the stage for a successful transformation.



High Reliability Local Leadership Program

This program continues to strengthen and deepen the development of high reliability leaders by bringing learning to service line and department-level leadership, mirroring the content and structure of the Senior Leadership program. It provides opportunities for leaders to connect with peers in incorporating high reliability principles into their work.



High Reliability Senior Leadership Academy

Building on the executive program, this program helps the next tier of leaders mature in creating a high reliability culture where continuous learning and improvement thrive. This program combines alternating teaching and coaching sessions, where executive leaders facilitate discussions with participants. This approach encourages and supports the application of high reliability principles in daily activities and fosters a commitment to implementation and sustainability.



High Reliability for All

To ensure every team member understands and applies these principles, High Reliability for All provides system-wide e-learning to promote a culture of reliability across the organization and extending reach and sustainability.

For nearly 40 years, Kaufman Hall, a Vizient company, has been a trusted advisor to our clients. Our mission is to influence the transformation of the healthcare industry. We are committed to helping our clients identify and achieve their strategic, operational, and financial goals in a challenging environment. We provide independent, objective insights grounded in sound data and analysis to help clients fulfill their missions, achieve their goals, and tackle their toughest problems.

Contact us to schedule a strategy session or learn more.

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