

# Capabilities statement

An enterprise leadership and operating system for safer, more reliable care.

## Why Kaufman Hall

Kaufman Hall's high reliability approach is grounded in our [Framework for High Reliability Healthcare](#) and informed by decades of experience supporting large, complex healthcare organizations. As a Vizient company, we combine enterprise transformation expertise with industry-leading analytics and benchmarking resources.

Our approach aligns governance to operational performance, scales across geographically distributed systems and builds internal capability to sustain improvement over time.

### SAM UEI

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### GSA MSA Schedule

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### 541611

Administrative Management and General Management Consulting Services

### OLM

Order Level Material

## Contact

Elizabeth Mack, MD, MS, Principal  
[Elizabeth.Mack@kaufmanhall.com](mailto:Elizabeth.Mack@kaufmanhall.com)

High reliability is operationalized through structured management systems, leadership discipline and enabling tools across the enterprise. Core components include:

- **Strategic alignment** that translates mission and organizational priorities into clear, measurable objectives
- **Executive oversight and governance** that reinforce accountability and remove operational barriers
- **Tiered huddles and daily management routines** that surface risk early and coordinate response
- **Leader standard work and rounding** that increase visibility and strengthen coaching
- **Scientific problem solving** that proactively reduces risk and preventable harm
- **High Reliability Academy**, which develops leadership capability and embeds reliability behaviors across executive, senior and frontline levels
- **SCORE™ culture and engagement survey**, which measures safety culture, resilience and workforce engagement to inform action
- **LENS™ digital visual management system**, which enhances transparency, accountability and real-time communication

Together, these elements hardwire patient safety, quality improvement and operational discipline into daily work across clinical and non-clinical operations.

## Our differentiators

- Leadership and operating system approach, not a standalone safety initiative
- Structured management systems that connect strategy to daily execution
- Validated culture and engagement measurement through SCORE™
- Digital visual management capability through LENS™
- Integration with Vizient's analytics and benchmarking resources
- Proven ability to embed high reliability across clinical and non-clinical

## Privileged to work with some of the best

### Federal Sector

- Centers for Medicare & Medicaid Services (CMS) – TMF Health Quality Institute
- Defense Health Agency (DHA) – National Capital Region (NCR)
- Department of Veteran Affairs (VA)

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