



High reliability care

Achieving reliable, resilient, and sustainable systems of care



Delivering consistent excellence in clinical quality, safety, and patient experience is at the heart of every healthcare organization's mission. However, achieving this high reliability care remains elusive for many organizations.

Between capacity issues, staff shortages, burnout, and growing consumer expectations and transparency, delivering consistent, high-quality, equitable care has never been more complex.

A thoughtful and comprehensive approach to high reliability enables organizations to increase efficiency, adopt best practices, increase provider engagement, and improve outcomes equitably. It is also a solution for addressing operational challenges while reducing costs. High reliability organizations experience:

- Improved patient outcomes and quality ratings
- Financial savings and margin improvement
- Reduced burnout and attrition with improved provider engagement
- Reduction in health disparity
- Improved reputation and market position

How we can help

Chartis offers the clinical, operational, and change capabilities needed to solve safety challenges, quickly elevate care quality and equity, and sustain a culture of safety and continuous improvement. We provide comprehensive, integrated services and solutions:

HIGH RELIABILITY CARE TRANSFORMATION

- Quality, safety, and high reliability organizational design and infrastructure
- Patient safety improvement and harm reduction
- Quality, value, and performance improvement
- Ratings and rankings improvement
- High fidelity measurement and clinical documentation improvement
- Medical staff structure and governance
- Bylaws, rules and regulations, and peer review assessment and redesign
- Medical director and leadership optimization
- Life safety and environment of care assessment

HIGH RELIABILITY RESPONSE

- Adverse action regulatory response and remediation
- Regulatory readiness and mock surveys
- External peer review

Results you can expect to see

ZERO
CLASBI, plus
significant
reduction in
HAPIs and
VAPs

50%
improvement
in risk adjustment
capture for
USNWR

Immediate
improvement in
Leapfrog Safety
Grade ratings

100%
success in
overcoming
all federal and
state regulatory
adverse action

Top decile
ranking for
observed versus
expected
mortality rate

Key success factors

Alignment and accountability

Provider, quality, patient safety, and clinical operations structured to foster communication, alignment, and accountability from the board to the front line

Clinical and operational processes

Effective care design, measurement, harm detection, and continuous improvement across sites of care

Leadership, people, and culture

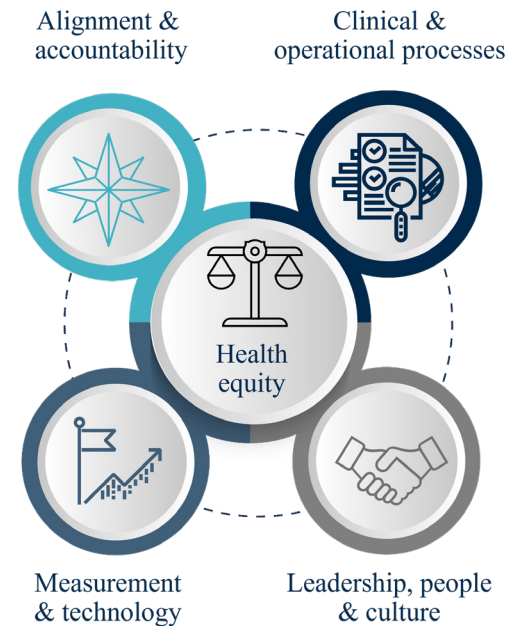
Model leadership, behavior, training and development strategies, and interventions that support psychological safety, culture, and engagement

Measurement and technology

Tools to support risk stratification, clinical documentation improvement, point of care decision making, data collection, reporting, and incident management

Health equity

integrated within quality, safety, and clinical operations infrastructure and programs



A proven partner you can trust

#1

Provider of CMS-
approved systems
improvement
agreements

In last 5 years alone

300+

Quality, safety
and compliance
engagements

Governance, rules &
regulations and peer review

28,070

Practioner's experience improved in
2024 alone...having a direct impact on
improving patient care

Our HRC leaders



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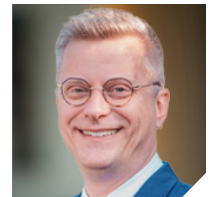
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The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.



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