

Capabilities Statement

Michael Leonard, MD CMO and Managing Partner Allan Frankel, MD Chief Executive Officer **Constance J. Evans, USN, Retired** Government HRO Director

Organization Overview

Safe & Reliable Healthcare partners with organizations to make exceptional care highly reliable. We help create healthy cultures, harness knowledge, drive learning and transform leadership by applying our validated *Framework for High Reliability Healthcare* at all organizational levels. Our integrated analytics, academy, coaching and technology offerings address key touchpoints that pave the way for organizational transformation.

SPECIAL CERTIFICATIONS:

Small Business

SAM UEI: T77BJJMQBDG3

GSA MSA SCHEDULE:

47QRAA22D0072

541611 Administrative Management and General Management Consulting Services

OLM Order Level Material

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Core Competencies

ASSESS

We partner with organizations to gauge high reliability readiness by helping them first understand their current clinical, cultural and operational performance.

EQUIP

We offer a diverse set of training, workshop and coaching engagements to build HRO capability, capacity and alignment across the entire organization.

EMBED

We help organizations weave high reliability principles into units using state-of-the-art digital visual management systems.

Past Performance

FEDERAL

Current Federal Contracts; National Capital Region; Veteran's Health Administration (VHA); United States Centers for Medicare & Medicaid Services (CMS)

PRIVATE SECTOR

Advent Health; Houston Methodist; Yale Health; Mass General Hospital (MGH); The Queen's Health System; Penn Medicine

References and contract details available upon request.

Differentiators

SCORE™

Healthcare's most validated and outcomes-predictive assessment tool for culture and engagement. SCORE is Tier-1 Leapfrog and Magnet/ANCC accredited. It employs sophisticated data science to create a clear picture of cultural dynamics.

HIGH RELIABILITY ACADEMY

Professional development and leadership immersion programs that go beyond basic instruction to focus on how each participant can immediately apply high reliability principles in practice.

HRO (HIGH RELIABILITY ORGANIZATION) COACHING

Our HRO experts have many years of experience as executives, physicians, nurses, HR professionals, improvement engineers, consultants, change agents and medical informaticists.

LENS[™] (Learning ENgagement System)

A revolutionary platform that enables leaders and managers to communicate effectively and visibly "close the loop" on ideas and concerns shared by frontline teams, enabling real-time coordination and improvement, including Incident Command Center emergency management command systems.