**Sensitivity to Operations in High Reliability Organizations**

According to the Joint Commission, high reliability organizations should be sensitive to the present operations. Human resource officers are expected to be aware of their environment, especially when it comes to the policies that govern the performance of particular tasks that involve the patient. Although much responsibility falls on the top management, each member of the organization is expected to be aware of the situation besides taking part in the development of actionable solutions (Chassin & Loeb, 2013). In my facility, there is limited accountability in the identification of challenges facing caregiving among departmental heads and, as a result, patients fail to acquire timely and high-quality care.

One of the strategies to use when reinforcing sensitivity in operations is the elimination of the culture of assumption when making clinical decisions. By paying attention to the details of a situation, it is likely that caregivers will reduce the occurrence of errors, which will boost patient safety. For instance, undertaking proper tests to diagnose an illness rather than predicting the illness based on the signs and symptoms will increase the chances of giving the correct medication. It will be imperative that departmental heads identify the factors that threaten the safety of patients at their level before evaluating the approaches to facing each of the challenges (Baker, Day, & Salas, 2006). Being sensitive to operations can also boost the style of communication between colleagues and departments in a manner that places the patient at the center of the caregiving. Implementing this principle will also improve the pace of decision-making because the time factor of every clinical incident will be highly considered.

**References**

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