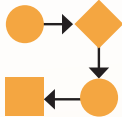


Toolkit Resource 1:

Reliability Principles

Level of Reliability	Example in Primary Care	Explanation
 Level 1 90% Reliable Relies on an individual's behavior	 A provider relies on memory to check a patient's A1C.	The provider is responsible for remembering to check the patient's A1C and follow up. This approach depends on individual recall and good intentions. The information is delivered in one way, passively, and requires the provider to take action.
 Level 2 95% Reliable Relies on change in the system's process	 The EHR alerts the care team when a patient with diabetes has an A1C > 9%.	The system provides real-time feedback to the care team through EHR alerts, dashboards, or registry reports. These interventions are interactive and prompt the team to take action—review the patient, reach out, adjust treatment, or schedule follow-up. They create a "pause and decide" moment to reduce the chance of a missed opportunity.
 Level 3 99% Reliable Relies on automation of processes within the system	The system automatically identifies patients with A1C > 9% and supports outreach and follow-up.  1 Patient identified automatically  2 Outreach automatically triggered  3 Follow-up visit scheduled  4 Care team track progress in real time	The system automates key steps—identifying patients, sending outreach (calls, texts, or letters), scheduling follow-up, and tracking progress. This reduces the need for manual work and makes the right action the easiest action for the team.

Adapted from Nolan TW, Resar RK, Haraden C, and Griffin FA (2004). Improving the Reliability of Health Care. Institute for Health care Improvement Innovation Series White Paper.¹¹



This resource is part of the AHEAD Initiative Diabetes QI Clinical Toolkit. For access to this toolkit and additional resources, please visit NEOQIHub.org.

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