

FOR DISCUSSION

1. What does reliability mean to you? In your experience, what healthcare process have you found to be reliable? What process have you found to be unreliable? Explain what is different about the reliable process versus the unreliable process.
2. Consider the failed improvement project in this chapter's case study when answering the following questions:
 - a. What process changes could be implemented to achieve 80 to 90 percent reliability in preventing and managing heel ulcerations?
 - b. What process changes could be implemented to reach 95 percent reliability in preventing and managing heel ulcerations?
 - c. If process changes are made to achieve 80 to 90 percent reliability, how would you measure the effectiveness of these changes?
 - d. If process changes are made to achieve 95 percent reliability, how would you measure the effectiveness of these changes?