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# CAPABILITIES OVERVIEW 2020



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## ABOUT HRS CONSULTING

HRS Consulting, Inc. (High Reliability Solutions), a Service-Disabled, Veteran-Owned Small Business, is a global human performance improvement company. We specialize in taking lessons learned in High Reliability Organizations[1] (HRO) and developing innovative process enhancements, training and continuous improvement for people who need to execute precise actions in a stressful, demanding environment.

Our approach replicates HRO “best practices” and yields a comprehensive solution to capture and proactively eliminate error and mitigate risk to prevent an incident or sentinel event. Everything we do is predicated on the foundations of individual and organizational excellence for which we have received national and international recognition. Members of our team have applied our tools and techniques to achieve documented improvements in the execution of high risk, error intolerant processes, reducing deaths, errors and costs of sentinel events by millions of dollars in numerous complex organizations. HRS personnel have been at the forefront of simulation applications for aviation, industry and healthcare, designing course curricula and creating realistic scenario-based training that has significantly benefited operations. This same approach is directly applicable to individuals, teams, and organizations, with resultant performance improvements and potential savings. HRS provides an incomparably experienced team with uniquely qualified process improvement expertise, supplemented by targeted qualitative and quantitative assessments, course design, classroom and web-based training, facilitating implementation tools and techniques as well as capabilities to relay information that directly impacts outcomes.



HRS Consulting was recently awarded a \$1 billion contract from the VA to provide Integrated Healthcare Transformation (IHT) to the Veterans Health Administration (VHA). Moreover, HRS teams have successfully transformed integrated healthcare systems. HRS personnel have worked with over 1000 hospitals, Ambulatory Surgery Centers and Long Term Acute Care facilities to avoid errors associated with care delivery. Our focus on high reliability and quality healthcare delivery, particularly in challenging, resource-constrained, and ever-changing environments, helps our clients ensure their personnel, processes, systems, and services are optimized. Our award-winning programs have assisted clinicians to develop tools and training to quantitatively and qualitatively assess the processes associated with the Pre Procedure Time Out (PPTO), Surgical Count, Perinatal Safety and the Informed Consent processes now embraced by some of the largest healthcare organizations in the country. Our specialized programs have measurably improved communications among teams in a wide variety of settings – from operating rooms to command centers, and boardrooms to bedsides.

We have developed seminar and web-based training on the Introduction of HRO Processes, PPTO, OR Burns, Elimination of Retained Surgical Items, Elimination of Adjacent Look-Alike, Sound-Alike Medications, the Surgeon's Role in the Time Out, and the Surgeon's Role in the Surgical Count that have been utilized by thousands of facilities across the United States, Canada and Europe. We have also developed a web-based safety culture survey tool that has assessed three quarters of a million responses to questions about organizational safety and culture.



HRS Best Practices are currently used as requirements for credentialing surgeons in 10 healthcare facilities. We have developed Train-the-Trainer instruction for HRO processes, and we have tools that can be implemented in any hospital or ASC regardless of specialty or case mix. We also have experience in assessing over a million “near miss” events and are experts in evaluating the causal factors and implementing remediation. HRS tools have been recognized by major insurers to reduce losses, leading to medical malpractice premium reductions for physicians and facility premium reductions for individual hospitals, ASCs and companies.

Within the U.S. Federal government, our personnel have supported the Department of Veterans Affairs, Federal Aviation Administration, National Transportation Safety Board, Department of Defense, Department of Homeland Security, Department of Energy, Bureau of Safety and Environmental Enforcement, U.S. Coast Guard, U.S. Institute of Peace, and the National Aeronautics and Space Administration. We have a track record of proven performance of specialized training and instruction that has been recognized by aviation organizations including: the FAA, NASA, U.S. Coast Guard, BSSE, U.S. Department of Defense (Army, Marines, Air Force, Navy), international military clients (Italy, United Kingdom, Belgium, Poland, Greece, Canada, Switzerland, Australia), and NATO.



## **HRS RISK MITIGATION, SAFETY, HUMAN FACTORS EXPERTISE**

We have a unique ability to assess risk, put mitigation strategies in place and ensure that the cultural transformation necessary to achieve peak performance and sustain process improvement is supported by relevant metrics that allow leadership to quantitatively and qualitatively assess progress and reduce errors. Similarly, we take this approach to designing and delivering courses of instruction. Our participation in the Medallion Foundation in Alaska dramatically reduced the number aircraft accidents and has led to hundreds of safety improvements in that state alone. Our Return on Investment (ROI) strategies have been adopted by some of the largest insurers in the country as they seek to minimize avoidable errors in high-risk industries. Our expertise in applications of best practices, Safety, Human Factors and organizational development is superior to companies many times our size. These factors, combined with our SDVOSB status, allow our clients to obtain world-class support with the responsiveness of a small, laser-focused partner for improving all aspects of performance improvement.



## WHY HRS CONSULTING NOW?

The HRS of HRS consulting represents High Reliability Solutions. We've developed solutions credited with reducing the fatal mishap rate of a NATO Air Force to zero for the first time in its history. We've developed process changes and training for surgical counts in a 14-hospital division that reduced the number of retained surgical items (RSI) to zero for almost two years. We simply look at things differently and don't accept that the number of avoidable errors should not or could not be zero. In a time of shrinking budgets and increased scrutiny, we can offer our clients a "fresh set of eyes" with a proven HRO lens to assess operations and assist in developing Highly Reliable, innovative, cost-effective solutions for issues that remain problematic in any organization.



## SELECT HRS CLIENTS

City of Germantown, Tennessee

– Board of Mayor & Aldermen

Commonwealth of Virginia

– Department of Emergency Management

Department of Homeland Security

– U.S. Coast Guard

Department of Interior

– Bureau of Safety & Environmental Enforcement

Department of Transportation

– Federal Aviation Administration, National Transportation Safety Board

Department of Veteran Affairs

– VA Acquisition Academy

– VA Connecticut Healthcare System

– VISN 7 (Charlie Norwood VAMC)

– VISN 21 (Northern California Health Care System)

Maritime Fire & Safety Association (MFSA)

– Columbia and Willamette Rivers, Oregon and Washington

Port of Jacksonville, Florida

Port of San Diego, California

State of New Jersey

– Office of Homeland Security & Preparedness

U.S. Institute of Peace



## SELECT TEAMING PARTNERS

ABS Consulting Group

ACEL

Ameriforce Media

Annenberg Institute

Archimedes

Atkin Group

Bsquared Consulting

Continuity Operations Group

CGI Federal

CMI Compass

Craddock Group

Crisis1

Guidehouse

GCE

Harkcon

Health Management Associates

Jefferson Consulting

Kaiser Permanente

KO Solutions

MAD Security

Marcom Group

Microsystems Integration

Novaces

PMG Learning

PotomacWave

Pricewaterhouse Coopers

Qlarant

ReefPoint Group

Seebald & Associates

Sharp Focus

Shepherd University

SIS

Stanford Health

The Squadron

Tidal Basin

University of Maryland University College

WBB





## HRS CONTRACT VEHICLES

### **Veterans Health Administration (VHA) Integrated Healthcare Transformation (IHT)**

- Multiple Award Indefinite-Delivery Indefinite- Quantity (IDIQ) Contract
- Contract Number 36C10X20D0003

### **General Services Administration Federal Supply Service: Professional Services Schedule, Multiple Award Schedule OOCORP**

- Contract Number 47QRAA19D0061
- SIN 874-4 Training Services: Instructor Led Training, Web-Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships
- SIN 874-1 Integrated Consulting Services

### **Federal Aviation Administration: Electronic FAA Accelerated and Simplified Tasks (eFAST)**

- FAA's Preferred Acquisition Vehicle for Small Business Solutions
- Prime MOA Holder (MOA DTFAWA13A-00140)

### **Department of Homeland Security: Technical, Acquisition, and Business Support Systems (TABSS)**

- DHS Indefinite Delivery, Indefinite Quantity contract
- Subcontractor to Crisis1 in Domain 2 (Business Management, Financial Management, and Audit Support Services), within the Service-Disabled Veteran Owned Small Business (SDVOSB) Track 3

HRS is registered in the System for Award Management ([www.sam.gov](http://www.sam.gov)) as "HRS CONSULTING, INC."



## HRS PROFILE

Company Name	HRS Consulting, Inc. (HRS – High Reliability Solutions)
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DUNS Number	961852030
CAGE Number	5XTN2
Federal Tax ID Number	27-1592097
Business Started	December 2009
Business Type	CVE-verified Service Disabled Veteran Owned Small Business
NAICS Codes	519130, 531120, 531190, 531312, <b>541611</b> , 541612, 541614, 541618, 541690, 541990, 541715, 611310, 611410, 611430, 611512, 611513, 611519, 611691, 611699, 611710, 622110, 624190, 624310, 921110, 928110
SIC Code	8742
PSC Codes	AD26, AN44, AN46, AN16, AN76, AN96
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