



High Reliable Organization (HRO) Training Requirement

Texas Health is on the journey to becoming a Highly Reliable and Safe Organization. The following training is required for all Texas Health physicians, Advanced Practice Professionals and Allied Health Professionals credentialed by our wholly owned hospital. In order to complete this training please follow the instructions below:

Step 1. For best results, use Internet Explorer or FireFox and use the following link to access the course on Texas Health's CME website: [HRO Game Day Training](#)

Step 2.

- A. **First time users:** If you are a first-time user to the CME website, create an account by:
 - Typing your email address into the "Email" field
 - Click "Create an Account" under the "Email" field

- B. **Have an Account:** If you already have a user name and password, enter them and click "Sign In" (a "Forgot password?" option is also available). If you have trouble accessing your account or creating a user name and password, call 1-866-295-3269.

Step 3. Complete the HRO Game Day Training, Assessment and Evaluation.

Step 4. After you complete the evaluation, scroll to the bottom of the page and click the "Submit your Responses" box. Your certificate will generate.

If your certificate does not generate after Step 4, enable your pop-up blockers.

Step 6. Print your certificate and send it to the Medical Staff office.

Step 7. Your credentialing contact will add the certificate to your provider file and mark the task complete in the MSOW record for all Texas Health wholly owned hospitals. - *You are only required to complete this one time for Texas Health.*

Need Help? If you have technical problems accessing the training or printing your certificate, call the CME department at 1-866-295-3269.

For all other questions, contact the Medical Staff Affairs department of your primary hospital.

Thank you for your support and commitment to Texas Health Resources!