



The Battersea Group Implementation Guide

The Battersea Group partners with physician-owned hospitals to turn the Hospital Operations Master Guide into measurable outcomes. We don't just hand over a manual — we embed leadership, culture, and process into the daily rhythm of hospital operations.

Our Implementation Approach

Pre-Assessment & Baseline Readiness

- Conduct a hospitalwide pre-assessment (leadership, culture, process, risk, growth).
- Identify strengths, gaps, and priority risk areas.
- Deliver a readiness report with clear benchmarks against high-reliability standards.

Leadership Alignment

- Facilitate board and executive workshops to adopt the Zero Harm doctrine.
- Define accountability and clarify roles across leadership tiers.
- Establish a Hospital Safety & Reliability Council for ongoing governance.

Training & Culture Building

- Deploy a tiered training pipeline (101–501) for leaders, staff, and frontline caregivers.
- Introduce cultural anchors: daily huddles, briefs, and structured debriefs.
- Establish a 'Stop the Line' culture where every voice protects patient safety.

Process Discipline

- Roll out department-specific operational playbooks (ED, OR, ICU, Med/Surg, Discharge).
- Standardize cross-department handoffs with checklists tied to CDC tools.
- Embed the Brief → Execute → Debrief → Learn cycle into daily operations.

Crisis Preparedness & Risk Reduction

- Train and drill hospital staff in Incident Command System (HICS).
- Develop and exercise crisis playbooks (mass casualty, cyberattack, active shooter, pandemic).



- Stage and audit redundant systems (paper charting kits, backup comms, generators, surge supplies).

Continuous Improvement & Growth

- Implement a balanced performance dashboard (safety, process, culture, leadership metrics).
- Schedule quarterly operational reviews and an annual learning calendar.
- Integrate lessons from AARs, RCAs, and Joint Commission surveys into ongoing training.
- Support strategic growth initiatives (service line expansion, independence strategies) aligned with operational resilience.

What Makes TBG Different

- Military-grade discipline: Proven frameworks from naval aviation, nuclear power, and special operations.
- Embedded, not abstract: Training and process improvements are woven into shift changes, huddles, and patient handoffs.
- Culture as doctrine: We operationalize culture the way aviation operationalizes safety — with daily rituals, not HR slogans.
- Sustained outcomes: Every intervention ties back to metrics, dashboards, and leadership accountability.

Result: A hospital that operates like a high-reliability organization — mission-ready every day, with lower risk, stronger teams, and better outcomes for every patient.