

1. Don't harm me.

2. Help me.

3. Be nice to me.



I commit to our *Safety Together* behaviors and tools for our patients, families, visitors and each other....



Speak up for safety

(ARCC, Stop the Line)



Accurately communicate

(SBAR, Repeat- and Read-Backs, Number and Letter Clarifications, Structured Handoffs)



Focus on the task

(STAR)



Exercise and accept a questioning attitude

(Validate and Verify, Clarifying Questions)



Thoughtfully interact

(Five Tones, AIDET)



You and me together

(Cross-check and Coach, 5:1 Feedback)

Safety together.

Safety Behavior	Tool or Technique	The Least I Should Know
Speak Up for Safety I will speak up and listen when there is a concern.	1. Escalate concerns using ARCC 2. Stop the line when uncertain	1. Use ARCC in an assertive, respectful manner. A sk a Question Make a R equest Voice a C oncern If no success...Escalate through your C hain of Command 2. Stop the line if you are uncertain about what you are about to do, if you have questions, or if someone else raises a question or concern.
Accurately Communicate I am responsible for clear and timely communication.	1. SBAR for communicating problems 2. Repeat- & Read-Backs 3. Number and Letter Clarifications 4. Structured Handoffs	1. SBAR to communicate problems or concerns. Situation: The immediate problem Background: Review of pertinent information Assessment: Your view of the situation and urgency of action needed Recommendation: Your suggestion for or request of the other person 2. Repeat- & Read-Back (3-way communication): sender gives information > receiver repeats back > sender confirms or corrects 3. Number and Letter Clarifications: Avoid mistakes with sound alike words or numbers (e.g. 'C' as in 'Charlie' or '15...that's one-five'). Use NATO phonetic alphabet. 4. Structured handoffs provide complete information and allow time for discussion of questions and highest risks.
Focus on the Task I will act with intention and focus.	1. Self-Check using STAR	Stop, Think, Act, Review Use STAR to bring forward your conscious attention when performing a task.
Exercise and Accept a Questioning Attitude I will follow my instincts to resolution and accept the questions of others.	1. Validate & Verify ("see something, say something") 2. Ask Clarifying Questions	1. Validate & Verify – a two-part action to address areas of question or concern Validate – Internal check Verify – External check with an expert source 2. Ask Clarifying Questions: ask 1-2 questions to ensure you understand. Use the phrase, "I have a clarifying question..."
Thoughtfully Interact I will use a sensitive and positive tone in all interactions.	1. Smile and say hello 2. Introduce and explain role 3. Listen with empathy and intent to understand 4. Communicate positive intent of your actions 5. Provide opportunities to ask questions <hr/> AIDET	1. Smile and say hello in hallways , in patient care areas and rooms. Respect when smiling may not be appropriate in somber situations. 2. Introduce yourself and explain your role 3. Listen by paying attention when others talk and turning toward them. 4. Explain how your action will benefit others. 5. Provide opportunity for others to ask questions by pausing or asking, "What questions do you have?" <hr/> AIDET: A cknowledge- Greet patient by name. Make eye contact, smile, and acknowledge family or friends in the room I ntroduce- Introduce yourself with your name, skill set, professional certification and experience. D uration- Give an accurate time expectation for tests, physician arrival, and identify next steps. When this is not possible, give a time in which you will update the patient on progress. E xplanation- Explain step-by-step what to expect next, answer questions, and let the patient know how to contact you, such as a nurse call button T hank You- sincerely appreciate and thank patients, families, and visitors.
You and Me Together We will look out for each other and be willing to be coached.	1. Cross-Check & Coach 2. 5:1 feedback	1. Cross-Check: Two heads are better than one. Respond with, "Thanks for the cross-check!" 2. Coach each other with a ratio of 5:1 (positive to negative) Encourage and acknowledge safe and productive behaviors (Positive) Discourage unsafe and unproductive behaviors. (Negative)