

Safety Behaviors and Error Prevention Tools

I commit to... (Safety Behaviors)		By practicing... (Error Prevention Tools)
S	<u>S</u> upporting our team and our patients (Demonstrating personal commitment to our team and consistently contributing to a Just Culture.)	<ul style="list-style-type: none"> Peer checking and peer coaching. Speaking up for safety using ARCC. (Ask a question, Request a change, express a Concern, use the Chain of command.)
A	<u>A</u> ttention to detail (Pay attention to detail when completing tasks.)	<ul style="list-style-type: none"> STAR (Stop, Think, Act, Review)
F	<u>F</u> ollow policies and expect compliance (Complying with policies, best practices, rules and performance expectations.)	<ul style="list-style-type: none"> Know and comply with policies, rules and expectations and expect co-worker compliance. (200% accountability) STOP THE LINE and RESOLVE before proceeding.
E	<u>E</u> ffective and clear communication (Communicate in a clear, concise and timely manner with patients, their families and members of the care team.)	<ul style="list-style-type: none"> SBAR (Situation, Background, Assessment, Request) for hand-offs of patients or projects. Phonetic/Numeric clarifications and Read/Repeat Backs. Face-to-face, person-to-person communication (whenever possible).

MercyOne Safety Phrases:

- | | |
|--|--|
| <ul style="list-style-type: none"> I have a concern... Are you open to feedback? Are you interruptible? Thank you for the feedback... Thank you for the reminder... I appreciate the tip... Thank you for speaking up... Good catch! Let me repeat that back... | <ul style="list-style-type: none"> Let me read that back... Would you repeat that back please? Would you read that back please? That is correct! May I ask a clarifying question? Do you have any clarifying questions? I just want to verify... Let me take a minute to SBAR... |
|--|--|