


Daily Patient Safety Principles

SUPPORT A CULTURE OF SAFETY	PAY ATTENTION TO DETAIL & HAVE A QUESTIONING ATTITUDE
<p>Why? Supporting a culture of safety encourages all care team members to share best practices, as well as providing opportunities for improvements to reduce harm.</p> <p>How? Speak Up and use CUS or “Stop the Line” if there is a an Urgent Safety Concern:</p> <p>C “I am Concerned” U “ I am Uncomfortable” S “Stop – This is a Safety Issue”</p> <p>Be a Safety Partner</p> <ul style="list-style-type: none"> • Look out for each other (cross check) • Politely reinforce safe and productive behaviors • Correct unsafe behaviors in a professional, helpful manner (coach) <p>Use “Tones” with Fellow Staff and Patients to Eliminate Barriers and Strengthen the Care Team</p> <ul style="list-style-type: none"> • Smile and greet others by saying hello • Introduce yourself and explain your role • Listen with empathy and intent to understand • Communicate the positive intent of your actions • Provide opportunities for others to ask questions 	<p>Why? Health care is complex and details matter to ensure the best outcomes...if unsure, ask!</p> <p>How? Self-Check with STAR:</p> <p>Stop (Pause for 1-2 seconds before the act) Think (Focus on the act) Act (Perform the act) Review (Check for desired results)</p> <p>Questioning Attitude:</p> <p>Qualify (Is the source reliable?) Validate (Consistent with my knowledge? Is this typical and expected or outside of the norm? How do I know this is correct?) Verify (Check with an expert source if necessary)</p>
	<p>SUPPORT BEST PRACTICES & GUIDELINES TO REDUCE HARM</p>
<p>COMMUNICATE CLEARLY</p> <p>Why? Miscommunication is a leading causes of error and patient harm.</p> <p>How? Three-Way Repeat Back and Read Back:</p> <ul style="list-style-type: none"> • Sender initiates communication • Receiver repeats back or writes down and reads back • Sender acknowledges accuracy by stating back: “That’s correct” or “That’s not correct” (state error corrections) <p>Phonetic and Numeric Clarification Say the letters and say the numbers</p> <p>Ask Clarifying Questions Ask one or two clarifying questions in high-risk situations or when information is unclear or ambiguous</p> <p>Use SBAR for All Handoffs</p> <p>Situation (What is the problem, patient or project?) Background (What is important to know?) Assessment (What is your thought?) Recommendation/Request (What action do you recommend?)</p>	<p>Why? The best outcomes are achieved by following evidence-based protocols and bundles.</p> <p>How?</p> <ul style="list-style-type: none"> • Follow CH policies, procedures & protocols • Use checklists and flow sheets • Follow evidence-based EMR best practice advisories and soft and hard provider stops <p>FOLLOW RED RULES FOR ABSOLUTE COMPLIANCE</p> <ul style="list-style-type: none"> • Verify with two patient identifiers before acting • Conduct a “time out” before invasive and high-risk procedures • Two-provider check before administration of blood, blood products and <u>high-risk medications</u> <div data-bbox="1047 1659 1291 1879" style="text-align: center;">  </div>

Following Daily Patient Safety Principles Makes Every Day Safer for Our Patients

Safety Starts with *Me* !