

Committing to S.A.F.E.T.Y. and Zero Patient Harm Together!



Expectations of Ourselves and Each Other:

Patient Expectations:

S

Speak Up for Safety using ARCC
 Ask the question
 Request a change
 Express Concern
 Go up the chain of Command, stop the line

A

Accurately Communicate

SBAR Situation Background Assessment Recommendation	Repeat/Read-backs Number/letter clarification Structured hand-offs
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F

Focus on the Task using STAR
 Stop
 Think
 Act
 Review

E

Exercise and Accept a Questioning Attitude
 Validate/verify
 Ask clarifying questions

Y

5 Tones of Interaction
 Smile
 Introduce yourself
 Empathetic listening
 Communicate positive intent
 Allow time for questions

Y

You and Me TOGETHER as a Team
 Cross-check
 Coach
 5:1 feedback

Don't harm me.

Heal me.

Be nice to me.

These behaviors

▼

Performed as intended

▼

Consistently over time

▼

RELIABILITY