

HRO

Safety Starts with Me

C

Communicate Clearly

- Repeat Backs / Read Backs with Clarifying Questions
- Phonetic and Numeric Clarifications


H

Handoff Effectively

SBAR: S – Situation
B – Background
A – Assessment
R - Recommendation

A

Attention to Detail

Self-check using STAR  S - Stop
T – Think
A – Act
R - Review

M

Mentor Each Other – 200% Accountability

- Cross-Check and Coach teammates
- Speak up for Safety: ARCC it up – “I have a Concern”
 - A – Ask a question
 - R – Request a change
 - C – Communicate a CONCERN
 - C – Chain of Command

P

Practice and Accept a Questioning Attitude

- Validate and Verify
- Stop the Line – “I need clarity!”

Be a safety “CHAMP” for our patients