

Daily Patient Safety Principles

1. SUPPORT A CULTURE OF SAFETY

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.

How? Speak Up and Use CUS or “Stop the Line” if There Is an Urgent Safety Concern:

C “I am **C**oncerned”

U “I am **U**ncomfortable”

S “**S**top—this is a **S**afety issue”

Be a Safety Partner

- Look out for each other (cross check)
- Politely reinforce safe and productive behaviors
- Correct unsafe behaviors in a professional, helpful manner (coach)

Use “Tones” With Fellow Staff and Patients to Eliminate Barriers and Strengthen the Care Team

- 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

2. COMMUNICATE CLEARLY

Why? Miscommunication is a leading cause of error and patient harm.

How? Three-Way Repeat Back and Read Back:

- 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)

Phonetic and Numeric Clarification

Say the letters and say the numbers.

Ask Clarifying Questions

Ask one or two clarifying questions in high-risk situations or when information is unclear or ambiguous.

Use SBAR for All Handoffs

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?)

3. PAY ATTENTION TO DETAIL AND HAVE A QUESTIONING ATTITUDE

Why? Health care is complex, and details matter to ensure the best outcomes...if unsure, ask!

How? Self-Check With STAR:

Stop (Pause for 1-2 seconds *before* the act)

Think (Focus on the act)

Act (Perform the act)

Review (Check for desired results)

Questioning Attitude:

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)

4. SUPPORT BEST PRACTICES AND GUIDELINES TO REDUCE HARM

Why? The best outcomes are achieved by following evidence-based protocols and bundles.

How?

- Follow CHS policies, procedures and protocols
- Use checklists and flow sheets
- Follow evidence-based EMR best practice advisories and soft and hard provider stops

5. FOLLOW CHS RED RULES FOR ABSOLUTE COMPLIANCE

- 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 **high-risk medications**

