



# Safety Bundle

*Safety is our most important value – first, do no harm.*

## By a personal commitment to:

### Make a connection and inspire confidence

We commit to an environment of open communication as the foundation of safety. By empowering patients, families and staff to contribute to care, errors will be reduced. We will make a connection and inspire confidence to all we serve.

- Smile and greet
- Pause and be present
- Express positive intent
- Embrace equality

### Pay attention to detail

We put patient safety first by putting our first and best efforts into safety precautions. When safety is involved, we pay more attention and we are more compliant.

## Using our error prevention tools:

- Self-checking using STAR (Stop, Think, Act, Review)

### Communicate clearly

We make reliability a reality by working together as collegial teams. We are all equals in patient safety. We keep our patients safe by communicating the right information, the right way at the right time.

- Effective handoffs: iSBAR (introduce self, Situation, Background, Assessment, Recommendation), Ticket to Ride
- Clarifying questions
- Phonetic and numeric clarifications
- Repeat backs
- Provider-to-provider consults

### Support each other

We keep our patients safe by thinking and acting together in teams. We are all equals in patient safety. We improve patient safety every day by reporting events and problems, and learning from others' experiences.

- Cross checking or monitoring/ARCC (Ask a question, Make a Request, Voice a Concern, Use Chain of Command)
- Peer coaching using 5:1 feedback
- Questioning attitude using Qualify, Validate and Verify
- Mess up/Fess up (On-line Incident Report)
- Coordinating provider for each patient