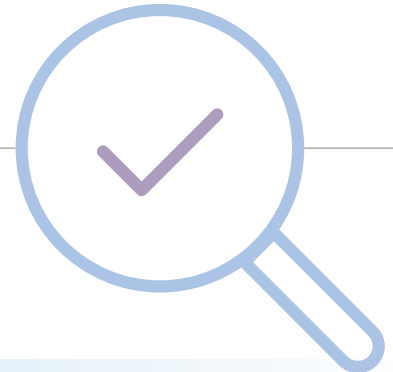


Partnering on S.A.F.E. Care



Our **safety behaviors** and **error prevention tools** are designed to prevent all types of human error. Together, we can **Keep it SAFE**. Here is how you can help:

S	<h3>SPEAK UP FOR SAFETY</h3> <p>Use ARCC if you observe a situation that you believe compromises the safety of a patient or employee. This is an especially useful tool if you feel uncomfortable speaking up.</p> <p>A: Start with asking a simple question to clarify the situation</p> <p>R: If the question doesn't catch their attention, request a change</p> <p>C: If the request was not received, voice your concern by stating, "I am concerned that..."</p> <p>C: If the concern is not recognized, evoke the chain of command to help you advocate for the safety concern. <i>Leaders will support you!</i></p>
A	<h3>ASK QUESTIONS</h3> <p>Use QVV when things don't seem right and to prevent assumptions. This is an especially useful tool when there is a change in plan, a high-risk situation or you haven't been in the situation before.</p> <p>QUALIFY: Do I trust the source?</p> <p>VALIDATE: Does it make sense to me?</p> <p>VERIFY: Check with an expert* source</p> <p><i>*An expert source can be a patient, a colleague, other professionals, medical record documentation, procedures or references</i></p>
F	<h3>FOCUS ON DETAIL</h3> <p>Use STAR when going from thought to action. This is an especially useful tool when completing routine or repetitive tasks. Make self-checking an everyday habit – do it all the time!</p> <p>STOP: Pause for one second</p> <p>THINK: Consider your act</p> <p>ACT: Perform the act</p> <p>REVIEW: Check for response</p>
E	<h3>ENGAGE IN CLEAR COMMUNICATION</h3> <p>Use SBAR to plan and structure communication about a situation, task or problem. This is an especially useful tool for quicker, more concise communication.</p> <p>SITUATION: Describe the immediate situation</p> <p>BACKGROUND: Provide a brief description of what led to the situation</p> <p>ASSESSMENT: State your view of the situation and perception of urgency</p> <p>RECOMMENDATION: Communicate your suggestion about what needs to be done or action required of the receiver</p>