

# UHN Error Prevention Tool Kit

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		TOOL	PURPOSE	TIPS
SAFETY BEHAVIOURS	Pay Attention to Detail	STAR	To focus your attention before you start a task.	<p><b>Stop:</b> Pause to focus attention on the task</p> <p><b>Think:</b> Visualize the act and think about what is to be done</p> <p><b>Act:</b> Concentrate and perform the task</p> <p><b>Review:</b> Check for the desired result</p>
	Communicate Clearly	3-Way Repeat Back	To clarify understanding when information is transferred.	<p><b>Sender provides</b> communication</p> <p><b>Receiver acknowledges</b> receipt by a repeat-back</p> <p><b>Sender acknowledges</b> the accuracy of the repeat-back</p> <p><b>Write it down...</b> don't rely on your memory whenever you receive critical information. Write it down and read it back.</p>
		Clarifying Questions	To ensure you have all the information and understand what is communicated.	<p><b>Ask 1-2 clarifying questions:</b></p> <ul style="list-style-type: none"> <li>In all high risk situations</li> <li>When information is incomplete</li> <li>When information is not clear</li> </ul>
		Phonetic & Numeric Clarifications	To clarify key words and numbers when communicating important information.	<p>To <b>clarify key words</b>, say the letter followed by a word that begins with the letter.</p> <p>To <b>clarify numbers</b>, say the number and then the digits.</p>
		SBAR	To transfer key information or request assistance effectively and efficiently.	<p><b>Situation:</b> The bottom line</p> <p><b>Background:</b> What do you know?</p> <p><b>Assessment:</b> What is happening now?</p> <p><b>Recommendation:</b> What is next?</p>
	Have a Questioning Attitude	Question & Confirm	To question when things don't seem right, are unexpected, or don't make sense.	<p><b>Question:</b></p> <ul style="list-style-type: none"> <li>Does it make sense to me?</li> <li>Does it fit with what I know?</li> <li>Is it what I expected to see?</li> </ul> <p><b>Confirm:</b></p> <ul style="list-style-type: none"> <li>Check it with an independent, expert source</li> </ul>
	Speak up for Safety	ARCC	To prevent a safety error by voicing your concern and escalating when necessary.	<p>Use only if you observe a situation that you believe compromises safety.</p> <ul style="list-style-type: none"> <li><b>Ask</b> a Question</li> <li>Make a <b>Request</b></li> <li>Voice a <b>Concern</b></li> <li>If no success, use <b>Chain</b> of Command</li> </ul>
	Partner for Accountability	Cross-Check	To work as a team and check each other's work to prevent errors.	<p><b>Perform fast and easy verifications of each other's work.</b></p> <ul style="list-style-type: none"> <li>Offer to check the work of others</li> <li>Point out unintended slips and lapses</li> <li>Point out work conditions that your team member might not have noticed</li> </ul>
5:1 Feedback		To give constructive feedback to prevent errors.	Provide a ratio of 5 <b>encouraging</b> comments to 1 <b>corrective</b> comment.	

# Our UHN Safety Commitments

*"I take personal responsibility for patient and workplace safety."*

SAFETY BEHAVIOURS	ERROR PREVENTION TOOLS
<p><b>Pay Attention to Detail</b> Focus your attention before you act.</p>	<ul style="list-style-type: none"> <li>○ STAR*</li> </ul>
<p><b>Communicate Clearly</b> Ensure that you hear things correctly and understand things accurately when information is transferred.</p>	<ul style="list-style-type: none"> <li>○ 3-Way Repeat-Back</li> <li>○ Clarifying Questions</li> <li>○ Phonetic &amp; Numeric Clarifications</li> <li>○ SBAR*</li> </ul>
<p><b>Have a Questioning Attitude</b> Ensure you have complete information to make actions safe.</p>	<ul style="list-style-type: none"> <li>○ Question &amp; Confirm</li> </ul>
<p><b>Speak Up for Safety</b> Act on the responsibility to protect patients and workers in a manner of mutual respect.</p>	<ul style="list-style-type: none"> <li>○ ARCC*</li> </ul>
<p><b>Partner for Accountability</b> Observe the actions of other team members for the purpose of sharing the workload and reducing or avoiding errors.</p>	<ul style="list-style-type: none"> <li>○ Cross-Check</li> <li>○ 5:1 Feedback</li> </ul>
<p>*<b>STAR</b> = Stop, Think, Act, Review  <b>SBAR</b> = Situation, Background, Assessment, Recommendation  <b>ARCC</b> = Ask a Question, Make a Request, Voice a Concern, use Chain of Command</p>	