



I'm 4 Safety

Our Safety Behaviors

Patient Safety and Error Prevention Refresher

Providing the highest quality, compassionate care starts with keeping our patients safe

1. Don't harm me

2. Heal me

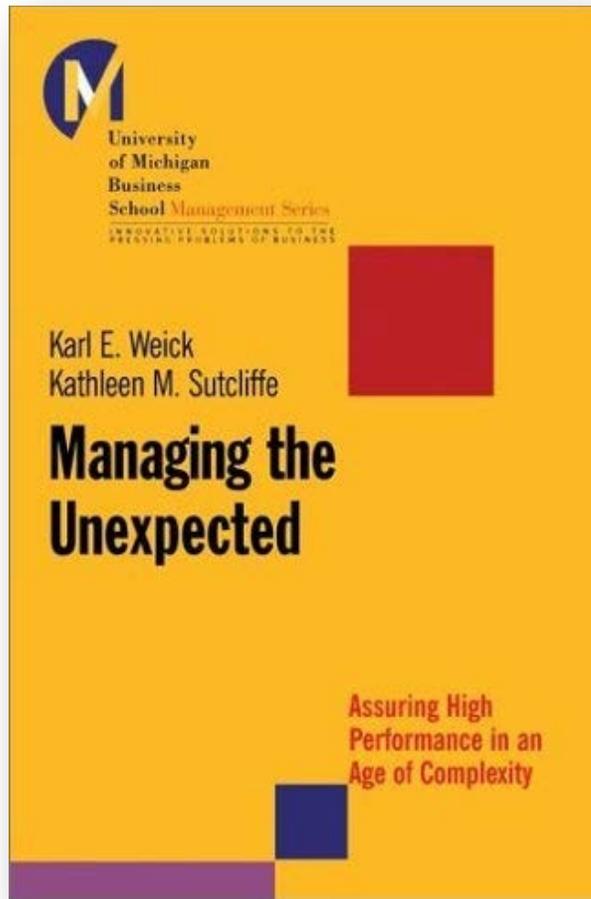
3. Be nice to me

...in that order



High Reliability Organizations

HROs “operate under very trying conditions all the time *and yet manage* to have fewer than their fair share of accidents.”



3 Principles of Anticipation *“Stay Out of Trouble”*

Preoccupation with Failure
Sensitivity to Operations
Reluctance to Simplify

2 Principles of Containment *“Get Out of Trouble”*

Commitment to Resilience
Deference to Expertise

A deviation from generally accepted performance standards (GAPS) that...

Serious Safety Event

- Reaches the patient
- Results in moderate to severe harm or death

Serious Safety Events

Precursor Safety Event

- Reaches the patient
- Results in minimal harm or no detectable harm

Precursor Safety Events

Near Miss Safety Event

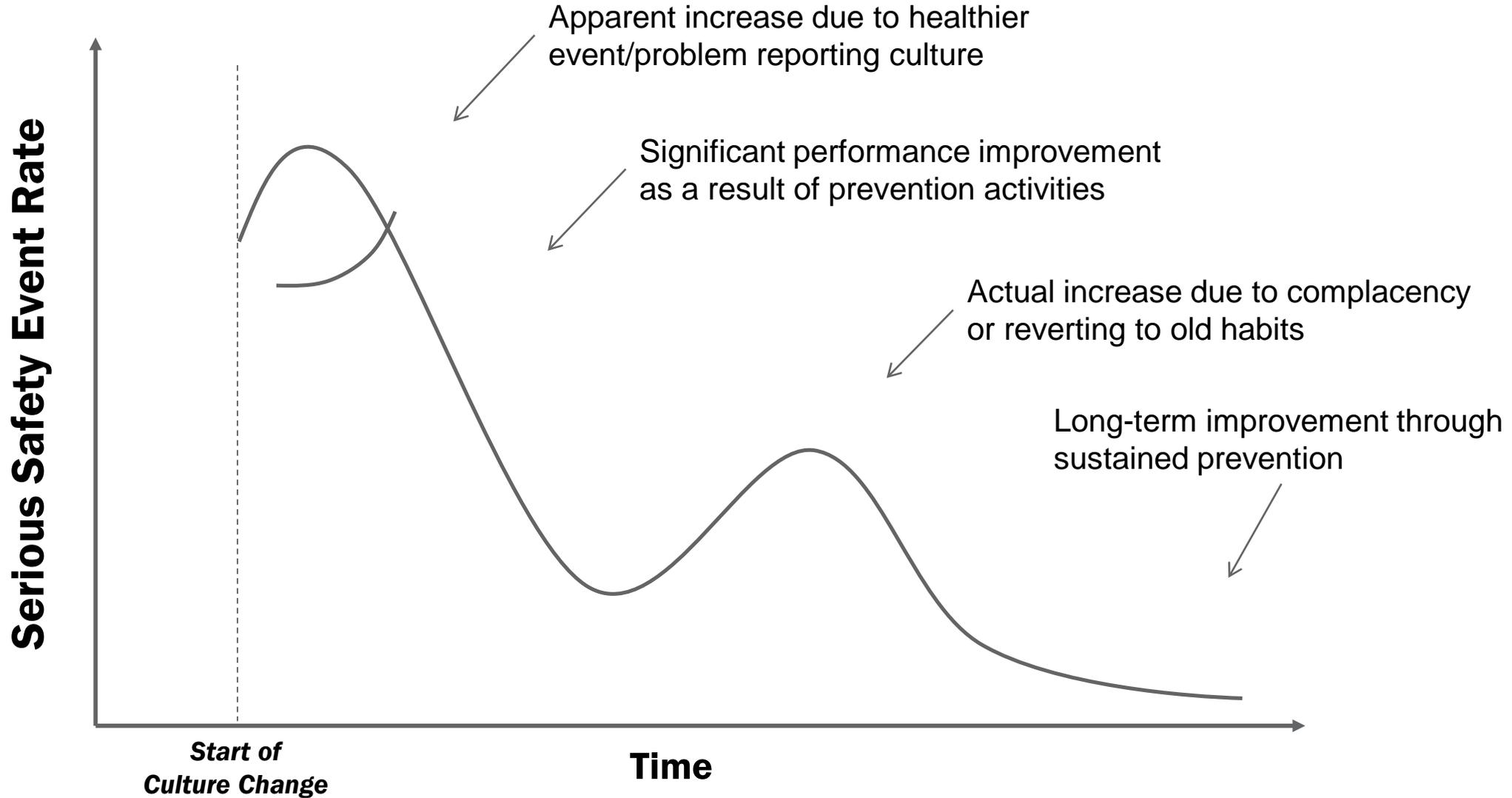
- Does not reach the patient
- Error is caught by a detection barrier or by chance

Near Miss Safety Event

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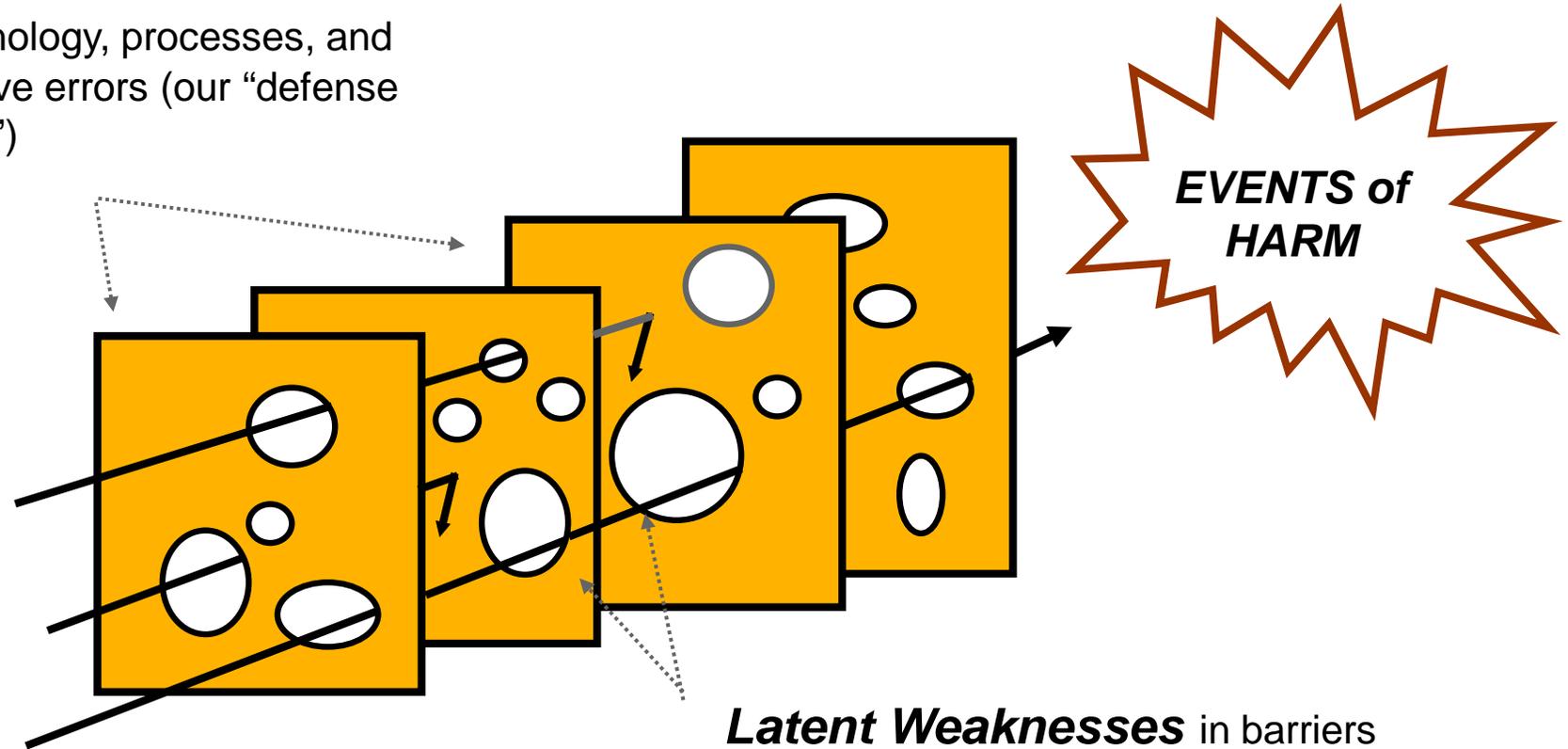


Typical SSER Curve



Reason's Swiss Cheese Model

Multiple Barriers - technology, processes, and people - designed to stop active errors (our "defense in depth")



PREVENT
The Errors

DETECT & CORRECT
The System Weaknesses

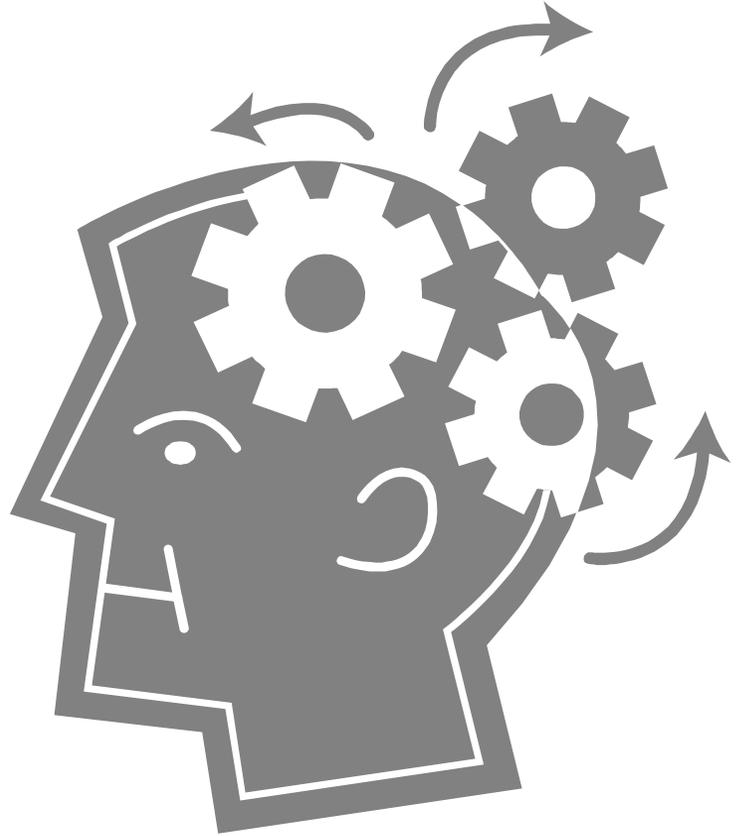
Adapted from James Reason, *Managing the Risks of Organizational Accidents* (1997)



Humans Work in Three Modes

Knowledge-Based Performance

“Figuring It Out Mode”



Rule-Based Performance

“If-Then Response Mode”

Skill-Based Performance

“Auto-Pilot Mode”



Our Safety Behaviors

1. Practice with a Questioning Attitude

- A. *Reflect & Resolve*
- B. *Stop in the face of uncertainty*

2. Communicate Clearly

- A. *Repeat backs & read backs*
- B. *Use phonetic and numeric clarifications*
- C. *Ask Clarifying Questions*
- D. *Use SBAR-Q to share information*

3. Focus on the Task

- A. *Self Check using STAR*

4. Support Each Other

- A. *Cross-check and Coach*
- B. *Speak up for Safety using ARCC*

I'm 4 Safety

	Our Safety Behaviors	Our Safety Tools
1	Practice with a Questioning Attitude Think critically about the things seen and heard during the work day	<ul style="list-style-type: none"> • Reflect and resolve • Stop in the face of uncertainty
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Our Patient Stories



A Questioning Attitude
success story...



Communicate Clearly

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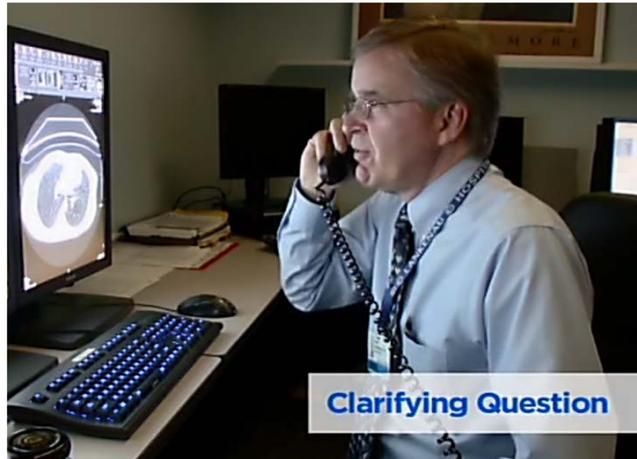
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Communicating Clearly at Main Line





Focus on the Task

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Our Patient Stories

A Focus on the Task example...





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Supporting Each Other = Teamwork



Individual reliability is limited:
1 defect per 1000 opportunities



$$\begin{aligned} & 1/1000 \text{ (my error probability)} \\ & \times 1/1000 \text{ (your error probability)} \\ & = 1/1,000,000 \text{ (our combined reliability!!)} \end{aligned}$$

We are ***better together...***

Power Distance

Geert Hofstede's Power Distance

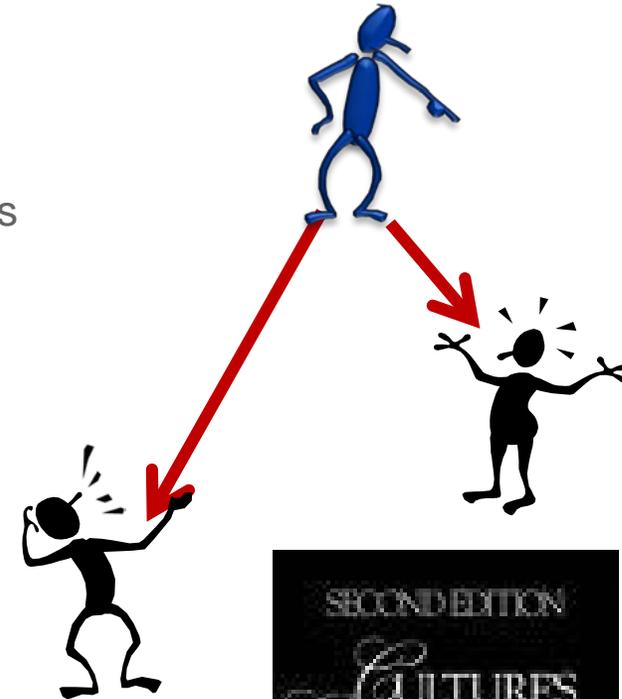
- Extent to which the less powerful expect and accept that power is distributed unequally
- Leads to strong Authority Gradients, which is the perception of authority as perceived by the subordinate

United States

- Moderate to low Power Distance
(38th of 50 countries)

In Healthcare

- High between certain professional groups:
 - Some physicians and nurses
 - Some nurses and other clinical staff
 - Some leaders and staff



"Cultural differences are a nuisance at best and often a disaster."

Geert Hofstede, Emeritus Professor, Maastricht University



Speak Up for Safety using ARCC

A responsibility to protect in a manner of mutual respect –
an assertion and escalation technique

Use the lightest touch possible...

Ask a question

Make a **R**equest

Voice a **C**oncern

If no success, use the

Chain of Command



A Safety Codeword – **“I have a Concern...”**



Our Patient Stories

A Support Each Other using
ARCC success...



What Do I Need to Do?

Clinical and Non-clinical Staff

Step 1: Know our Expectations

Memorize our I'm 4 Safety Behaviors & Error Prevention Tools proven to help reduce human error

Step 2: Build Skills

Use the I'm 4 Safety Behaviors and Error Prevention Tools each and every day – share great catch stories that show how they work to prevent harm

Step 3: Reinforce & Build Accountability

Practice and role model the Behaviors and Tools to make them common place actions – encourage your coworker to use them too!

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