

High Reliability Organization (HRO)

S.T.R.O.N.G.

S Speak up for Safety:
Escalate Concerns using ARCC

T Think Critically:
Validate & Verify

R Reliably Communicate:
SBAR · Repeat/Read Back · Ask Clarifying Questions

O On Task:
Self Check Using STAR (Stop Think Act Review)

N No Harm:
Stop the Line

G Got your Back:
Cross Check and Coach

Be a **STRONG** proponent of reliable, safe care for patients and employees.



SAFETY MATTERS

IN BECOMING A HIGH RELIABILITY ORGANIZATION (HRO)

SPEAK UP FOR SAFETY: Use ARCC to Escalate Concerns

Ask a question: "Aren't we supposed to put on a gown when entering an isolation room?" ("But I'm not going to touch anything")

Request a change : Offer another alternative – "Could you please put on a gown and gloves as per isolation precautions?" ("I don't have the time")

Concern: Voice a safety concern – "I have a safety concern"

Chain of Command : " I am not comfortable with this, I need to speak with my supervisor"

THINK CRITICALLY: Questioning Attitude

Validate: Qualify the source and ask yourself, "Does it make sense to me?" (Internal Check)

Verify: Check it out with an independent, expert source (External Check)

RELIABLY COMMUNICATE: Use SBAR to hand off patients or information

Situation: The bottom line (diagnosis, current condition, problem)

Background: What do you know? (medical history, past tests or treatments)

Assessment: What is happening now? (current findings, needs, concerns)

Recommendation: What is next? (recommendation or request for plan of care)

RELIABLY COMMUNICATE: Three way repeat / read back

Sender initiates communication using receiver's name; clear and concise format

Receiver Acknowledges by a repeat back of requested information

Sender acknowledges the accuracy "That's Correct"

RELIABLY COMMUNICATE: Clarifying questions

"Let me ask a clarifying question" – in high risk situations, when information is not clear or incomplete

ON TASK: Self Check Using STAR

Stop: Pause for 1 to 2 seconds to focus our attention on the task at hand

Think: Consider the action you're about to take

Act: Concentrate and carry out the task

Review: Check to make sure that the task was done correctly, and that you got the correct result

NO HARM: Stop the line when uncertain

GOT YOUR BACK

Cross Check: Watch out for each other's work and be willing to be checked

Coach Teammates: Think Five to One feedback

Encourage safe and productive behaviors 5x as often as you...

Correct an unsafe and unproductive behavior

Be willing to give and accept feedback based on observations