SAFETY MATTERS

IN BECOMING A HIGH RELIABILITY ORGANIZATION (HRO)

Speak Up for Safety

Use Error Prevention Tool: ARCC

Speak Up when you have a concern that a patient or coworker could be harmed due to an unintended error or a choice to deviate from a policy or procedure.

Sometimes it takes courage to speak up when we're not sure about something or we are afraid of getting pushback from a colleague.

Speaking up with safety concerns should not require courage – it should just be how we do things.

We all have a responsibility to protect our patients and coworkers from harm.

If you see or hear something that you think is a safety issue, escalate your concern in a mutually respectful manner.

Assert yourself, but don't be aggressive or rude.

How should we use this tool?

ESCALATE CONCERNS USING ARCC

First, just **Ask** a question – in other words, offer a cross check

If that doesn't work, **Request** a change – offer another alternative

Still no response? Voice a **Concern** – use the following safety phrase:

"I have a Safety Concern..."

If no success, escalate up your leadership **Chain of Command**

♦ **Ask**: Dr. Jones, aren't we supposed to put on a gown and gloves when entering an isolation room? (Dr. Jones says he is not going to touch anything)

♦ **Request**: Dr. Jones, could you please put on a gown and gloves as per isolation precautions. (Dr. Jones says he doesn't have time.)

♦ Voice a **Concern**: Dr. Jones, I have a SAFETY CONCERN about our patient and other staff members – we use barriers to prevent the spread of infections. (Dr. Jones goes on in.)

♦ **Chain of Command**: Dr. Jones, I am not comfortable with this, I need to speak with my supervisor.

? *Do you know your Chain of Command? If not, ask your supervisor or director for guidance.*

Virtua Health

We should all feel a moral obligation to speak up with safety concerns – to protect our patients!