

These Five Behaviors Save Lives. Use Them.

Know and use our five safety behaviors.

1

Practice With a Questioning Attitude.

Stop, reflect and resolve in the face of uncertainty.

- **Stop:** Review the plan.
- **Reflect:** Validate information and assumptions.
- **Resolve:** Seek help to make the best decision.

2

Communicate Clearly.

Use SBAR-Q to share information.

- **Situation:** Person or issue you're communicating about — the headline.
- **Background:** Brief description and relevant history of situation.
- **Assessment:** Your view and perception of urgency for action.
- **Recommendation:** Your suggested action to resolve the situation or request for guidance.
- **Questions:** Any outstanding issues that need attention or clarification.

Communicate using three-way repeat backs and read backs.

- Sender initiates communication/ receiver repeats back/sender acknowledges accuracy.
- Ask and encourage clarifying questions to solidify understanding.
- Use phonetic and numeric clarifications.

3

Know and Comply With Red Rules.

Practice 100% compliance with Red Rules.

Expect Red Rule compliance from all team members.

4

Self-Check: Focus on Task.

Use the STAR technique.

- **Stop:** Pause for one second to focus attention on task.
- **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 right and that you got the correct result.

5

Support Each Other.

Cross-check and assist.

Use 5:1 feedback to encourage safe behavior (five positives for every one negative).

Speak up using ARCC — “I have a concern.”

- **Ask questions:** Inquire when uncertain.
- **Make Requests:** Ask for a change in practice.
- **Voice Concerns:** Never hesitate to speak up; be alert for safety words — “I have a concern.”
- **Use Chain of command:** Swiftly escalate unresolved issues to superiors.

USE 5
SAVE LIVES

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HEALTH