

Road Map to a Safety Culture

For Patients, Residents, and Clients



Communication

Specific Action(s)	Audit Questions
<p><i>Effective Process Improvement (EPI) Work Plan</i></p>	<ol style="list-style-type: none"> 1. The steps for identifying a specific action plan and measure of success for Communication are completed. 2. The work group has devised a structured implementation plan for Communication. 3. Structured roll-out strategies for Communication are in place. 4. A plan is in place to sustain implementation progress and spread of Communication.
<ol style="list-style-type: none"> 1. Establish structured communication tools. 	<ol style="list-style-type: none"> 1a. The facility has structured communication tools, (e.g. Situation, Background, Assessment, Recommendation [SBAR]), for communication at all levels of the organization. 1b. The facility has tools to assist staff/physicians in conversations involving differing opinions, intense emotions, and when the stakes are high. 1c. Staff and physicians are educated in the use of the communication tools. 1d. The facility provides simulation/role play training for clinicians working within high-risk processes, (e.g. OR, medication, transitions across settings, involving use of critical language and conflict resolution.) 1e. Periodic audits are conducted to assess implementation of the communication tools.
<ol style="list-style-type: none"> 2. Develop a structured hand-off process. 	<p>A structured hand-off process is in place throughout the organization with specific elements outlined that must be included for hand-offs:</p> <ol style="list-style-type: none"> 2a. During shift-change 2b. Between departments/units 2c. To other facilities
<ol style="list-style-type: none"> 3. Establish a “stop the line” policy. 	<p>The facility has established a clear process for speaking up and “stopping the line” which includes:</p> <ol style="list-style-type: none"> 3a. Clearly communicated expectation to speak up if staff suspects that a patient may be at-risk for harm. 3b. Clear language indicating that staff will be supported by administration in stopping the line and speaking up – even if they are wrong. 3c. Sample language for stopping the line. 3d. A clear process for stopping the line and chain of command to follow if staff are not supported in stopping the line at each level.