

# E

## Effective Hand-Offs

Use a reliable way to share the right amount of information for every care transition

- **SBAR** – **S**ituation, **B**ackground, **A**ssessment, **R**ecommendation
- Care Coordination

# M

## McLaren Values

- Trust
- Accountability
- Welcome
- Respect
- Excellence
- Motivation
- Organization
- Kindness

# B

## Be Accountable to the Team

Work together for a collective purpose, encourage safe behaviors for our team members and patients

- Offer and Accept Cross Checks
- 5:1 Feedback
- Teaming (Brief, Execute, Debrief)
- Speaking Up for Safety – **CUSS** (**C**oncern, **U**ncomfortable, **S**top for **S**afety)

# R

## Relationship Building

Make a compassionate and personal connection with patients and team members

- Lead with **ESP** – **E**mpathy Statement, **S**top with Silence, **P**robe to Understand
- Be Authentic, Transparent and Vulnerable
- **H.E.A.R.T.**<sup>™</sup> (**H**ear, **E**mpathize, **A**pologize, **R**espond and **T**hank)
- Connect Eye to Eye, Heart to Heart

# A

## Attention to Detail

Allow mindful moments and situational awareness to promote safe decision-making

- **STAR** – **S**top, **T**hink, **A**ct, **R**eview

# C

## Communicate Clearly

Promote sending and receiving information in a standard way

- 3-way Repeat Back and Read Back
- Phonetic and Numeric Clarification
- Provide an opportunity for questions
- Seek clarification
- Avoid jargon
- **SBAR** – **S**ituation, **B**ackground, **A**ssessment, **R**ecommendation

# E

## Experience a Questioning Attitude

Encourage critical thinking and openness to new ideas and information

- Stop, Validate and Verify

# SAFETY

