

## McLaren Print System Order

Order No: 83407  
 Order Date: 2024-02-23  
 User: Sarah Barnes  
 Phone: 8106675602

Ship Location: McLaren Lapeer Region- communications send to Sarah  
 1375 N.Main  
 Lapeer, MI

Brochures  
 Quantity: 1  
 Paragon Dept No: 17800  
 Dept Name: Communications  
 Company Number: 110

Order Total Price: 0.20

Item Number: MHCC-729  
 Item Description: MHC UNIVERSAL SKILLS - EMBRACE SAFETY Flyer  
 Revision Date: 01/2024  
 Print:  
 Paper:  
 Size:  
 Fold:  
 Finish:  
 Drill:  
 Poster:  
 Misc Info: 8.5x11 Color SS No Bleed 80# Offset Text

Spec Info:

<b>E</b>	<b>Effective Hand-Offs</b> Use a reliable way to share the right amount of information for every care transition	<ul style="list-style-type: none"> <li>- SBAR - Situation, Background, Assessment, Recommendation</li> <li>- Care Coordination</li> </ul>
<b>M</b>	<b>McLaren Values</b>	<ul style="list-style-type: none"> <li>- Trust</li> <li>- Accountability</li> <li>- Welcome</li> <li>- Respect</li> <li>- Excellence</li> <li>- Motivation</li> <li>- Organization</li> <li>- Kindness</li> </ul>
<b>B</b>	<b>Be Accountable to the Team</b> Work together for a collective purpose, encourage safe behaviors for our team members and patients.	<ul style="list-style-type: none"> <li>- Offer and Accept Cross Checks</li> <li>- 5:1 Feedback</li> <li>- Teaming (Brief, Execute, Debrief)</li> <li>- Speaking Up for Safety - CUS (Concern, Uncomfortable, Stop for Safety)</li> </ul>
<b>R</b>	<b>Relationship Building</b> Make a compassionate and personal connection with patients and team members	<ul style="list-style-type: none"> <li>- Lead with EMP - Empathy Statement, Stop with Silence, Probe to Understand</li> <li>- Be Authentic, Transparent and Vulnerable</li> <li>- H.E.A.R.T.™ Hear, Empathize, Apologize, Respond and Thank!</li> <li>- Connect Eye to Eye, Heart to Heart</li> </ul>
<b>A</b>	<b>Attention to Detail</b> Allow mindful moments and situational awareness to promote safe decision-making	<ul style="list-style-type: none"> <li>- STAR - Stop, Think, Act, Review</li> </ul>
<b>C</b>	<b>Communicate Clearly</b> Promote sending and receiving information in a standard way	<ul style="list-style-type: none"> <li>- 3-way Repeat Back and Read Back</li> <li>- Phonetic and Numeric Clarification</li> <li>- Provide an opportunity for questions</li> <li>- Seek clarification</li> <li>- Avoid jargon</li> <li>- SBAR - Situation, Background, Assessment, Recommendation</li> </ul>
<b>E</b>	<b>Experience a Questioning Attitude</b> Encourage critical thinking and openness to new ideas and information	<ul style="list-style-type: none"> <li>- Stop, Validate and Verify</li> </ul>

SAFETY