



To provide
healthcare as
we expect for
our own family.

MHCC-763 (06.24)

E	Effective Hand-Offs	SBAR = S ituation, B ackground, A ssessment, and R ecommendation – Ask Clarifying Questions
M	McLaren Values	TEAMWORK = T rust, E xcellence, A ccountability, M otivation, W elcome, O rganization, R espect, and K indness
B	Be Accountable to the Team and Patients	Cross Checks, 5:1 Feedback, Teaming (Brief, Execute, Debrief) – CUSS = C oncern, U ncomfortable, S top for S afety
R	Relationship Building	Lead with ESP (E mpathy, S ilence and P robe), H.E.A.R.T. ™ for service recovery
A	Attention to Detail	STAR = S top, T hink, A ct, and R eview
C	Communicate Clearly	Read-Back and Repeat-Back, Phonetic and Numeric Clarifiers
E	Exercise a Questioning Attitude	S top, V alidate and V erify