

SPECTRUM HEALTH



MICAH QN

Quality & Safety

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Grounding




Rural Quality Advisory Council YouTube Training Links

- [Online Abstraction Training and Open Office Hours](#)
- https://www.youtube.com/playlist?list=P_LrX6m5cyp8hAEJXD3Z1NeP_o1AxyTJw5w

Patient Safety Setting the Example



Patient Safety Behavior



Safety Behavior of the Month:

Communicate Clearly

Use Three-Way Repeat Back and Teach Back

Three-Way Repeat Back
Repeating information back ensures the authenticity of the message so you know you heard it the way it was intended.

Step 1: Sender initiates communication using the receiver's name. Sender provides an order, request or information to the receiver in a clear and concise format.

Step 2: Receiver acknowledges the message by repeating it back.

Step 3: Sender acknowledges the accuracy of the repeat back by saying, "That's correct." If not correct, the sender repeats the communication.

Three-Way Repeat Back only takes a second to complete but can have a profound impact on the safety of our patients.

Teach Back
Instead of asking: "Do you have any questions?" or "Do you understand?"

Ask the learner to tell you or show you.

- Tell me what you know about ...
- Tell me how you would explain that to ...
- Tell me what you would do if ...
- Show me what you would do if ...
- Show me how you would ...

How to Start the Conversation
"It's my job to explain things clearly. To make sure I did this, can you ..."

Safety Story Form
Did you use Three-Way Repeat Back or Teach Back? Tell us your story by using our online form "Submit Your Success Story" found at Safety Central.

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Opportunities



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