

SPECTRUM HEALTH



MICAH QN

Quality & Safety

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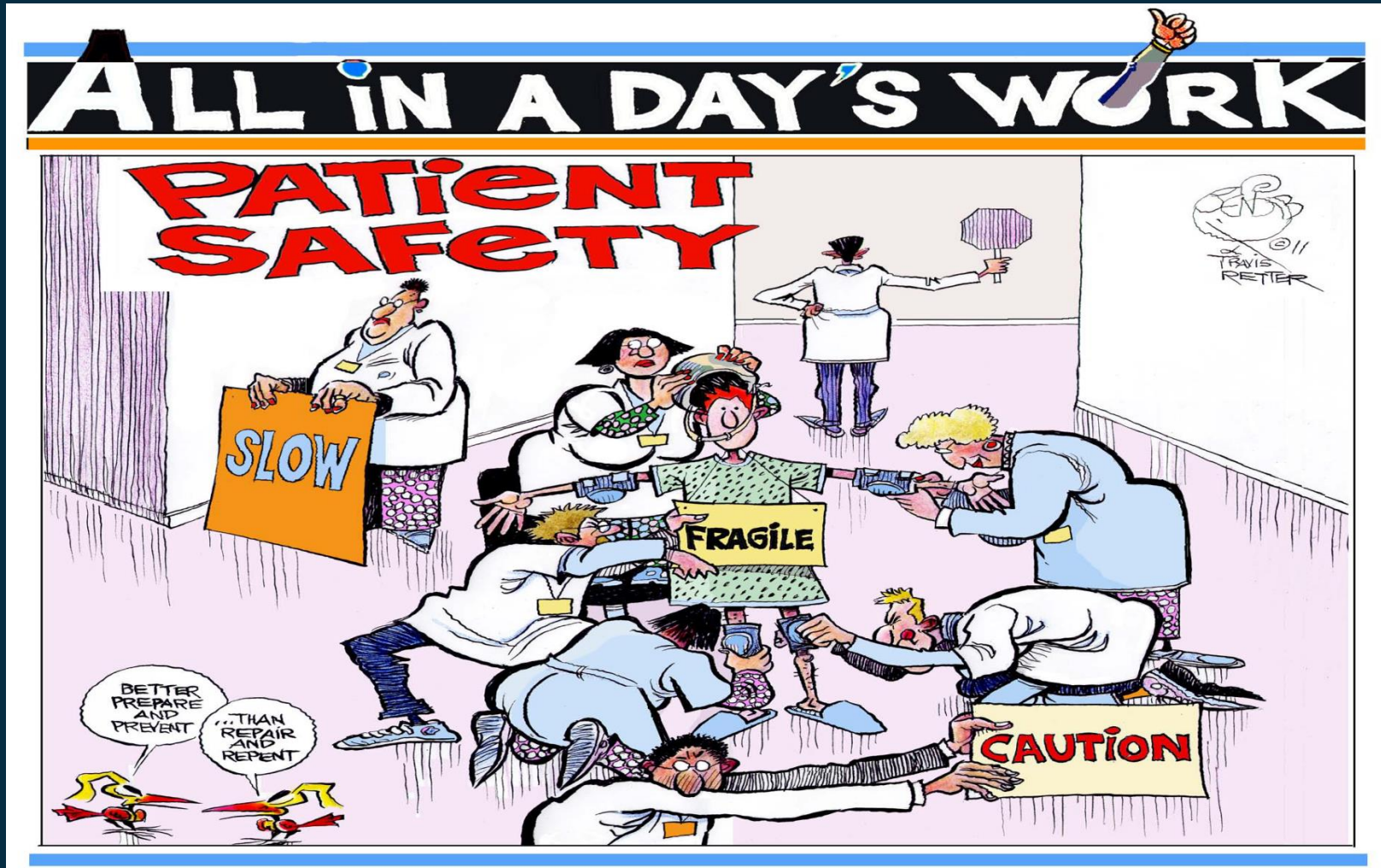


Welcome





Managing Patient Safety



Patient Safety Behavior ARCC



Safety Behavior of the Month:

Support the Team Speak Up for Safety Using ARCC

The ARCC technique is intended to start with an earnest question and progressively increase in assertiveness until the condition prompting the question is resolved to the satisfaction of all. The idea behind the technique is to avoid coming on too strong when a simple question would have sufficed.

Use a delicate approach to:

Ask a question.

Make a **R**quest.

Voice a **C**oncern.

(Use safety phrase: "I have a concern")

If you don't have success:

Use Help **C**hain.

Personal Applications for ARCC

- When asking for a policy or procedure to be followed
- When you are concerned about the care of a patient
- Anytime you need to have a conversation that feels uncomfortable
- To be sure the person you are speaking with is truly listening

What if our patients and families have a concern?

Patients and families are encouraged to use the **Condition Concern** hot line by calling the hospital Operator at 77777 and identify the concern. The hot line is a way they can obtain additional assistance when they believe they are unable to get the attention of a health care provider (policy # ADM-COO-S2244).

Safety Success Story Form

Did you speak up for safety using ARCC? We would like to hear your story! Use our online form "Submit Your Success Story" found at **Safety Central**.



What Can a Zoo Teach Us About Patient Safety?

<https://www.youtube.com/watch?v=swCJvT-a5qw>



Growth



Creative Tension . . .

- A situation where disagreement or discord ultimately gives rise to better ideas or outcomes

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<https://www.collinsdictionary.com/us/dictionary/english/creative-tension>

- How can we continue to challenge ourselves? Use your passion, think big, be innovative, think outside of the box, share all expertise and technology, be forward thinking, take a simple idea and run with it, change one thing at a time, be creative, do something different, be confident even when you aren't sure! Create some tension!

Farewell My Friends!





Growth



Soaring



Fruitful



Take a Moment



Destination . . . Are we there yet?



Thank You



Celebrate and Recognition



SPECTRUM HEALTH

FOR A BETTER LIFE.®

