

Patient Safety Behaviors

EYES WIDE OPEN

The behavior of constantly observing both the environment and the people interacting with it for safe practices.



Key points:

- ☛ Pay attention to detail
- ☛ Include all multi-disciplinary team members and patients
- ☛ Be proactive: anticipate potential risks
- ☛ Promote teamwork and group understanding

TALK TO ME

The practice of comprehensive vertical and horizontal communication of vital information.



Key points:

- ☛ Ask clarifying questions: communication is interactive
- ☛ Include key components: specific to area and activity
- ☛ Focus on priority "need-to-know" information
- ☛ Make it a habit: use a standard approach every time

ALWAYS IN THE MOMENT

The practice of focusing on the task or person at hand and avoiding distractions.



Key points:

- ☛ Be alert during high-risk moments (e.g., obtaining and administering medications, performing a procedure on a patient, entering information into a computer database, working around sensitive equipment, etc.)

NEVER LEAVE YOUR WINGMAN

The behavior of mutual support among team members that creates a safe environment to identify and correct safety risks.

Key points:

- ☛ Both observers and operators benefit
- ☛ Mutual support implies "You are not alone – I've got your back!"

