

## HIGH-LEVERAGE SKILLS

# Top 3 Actions to Support Safe, Exceptional Care in Crisis Situations

WHAT	WHY & HOW
<p style="text-align: center;"><b>1</b></p> <p><b>Create a Connection</b></p> <p>A Universal Relationship Skill</p>	<p>With the many challenges that caregivers are facing at this time, establishing a human connection with patients, families, and others to whom we provide care is critically important in reducing fears and concerns and in building and maintaining trust.</p> <p><b>Create a connection with each patient at the start of every encounter.</b></p> <ol style="list-style-type: none"> <li>1. Make eye contact and be aware of body language—regardless of whether you are inside or outside of the room.</li> <li>2. Introduce yourself and your role. <i>“Hi, my name is _____. I’ll be your nurse today. “How would you like to be addressed?”</i></li> <li>3. Acknowledge the current situation with a core safety message. <i>“We are living in unprecedented times, but we’re prepared to take care of you. My first priority is to make sure you are safe. That’s why you see us frequently washing our hands, wearing protective gear, and disinfecting things.”</i></li> <li>4. Under normal circumstances, you would make a personal connection with a patient <i>“So, tell me what you like to do when you’re home...”</i> Given current requirements and conditions related to isolation, distancing, workload, and more, this may not be possible. Yet establishing trust and making patients feel safe has never been more important regardless of how it is achieved.</li> <li>5. ALWAYS prompt the individual to share concerns: <i>“What questions or concerns do you have for me right now?”</i></li> <li>6. Narrate any care that you provide.</li> </ol> <p><b>Questions to Consider as a Team</b></p> <p>Every practice environment is unique. Consider these questions as they relate to yours.</p> <ul style="list-style-type: none"> <li>• With whom should we be most focused on creating a connection. Patients? Their families? Co-workers?</li> <li>• How are their concerns and fears alike? How are they different?</li> <li>• What specific things can we do to best create a connection with those in our practice environment?</li> </ul> <p><b>Resource Links:</b></p> <p><a href="#">56 Seconds to Connect with Your Patient</a>   <a href="#">Trust in the Time of Corona Virus</a></p>
<p style="text-align: center;"><b>2</b></p> <p><b>Help Each Other By Checking &amp; Coaching</b></p> <p>A Universal Reliability Skill</p>	<p>Working in a crisis situation, you likely will experience at least one of these conditions: (1) dealing with new or unfamiliar circumstances, (2) working under time pressure and chronic high workload, (3) managing resource constraints, or (4) working outside the normal scope of your role and responsibilities. Each condition alone increases the likelihood that we will experience errors and mistakes that could lead to a serious safety event for either a patient or a caregiver. Together, the risk is compounded.</p> <p>Help others do the right thing, and expect that they will help YOU do the right thing, too. <b>Observe</b> the behaviors of others and <b>provide feedback</b>:</p> <ul style="list-style-type: none"> <li>• <b>Encourage &amp; Affirm safe behaviors</b> <i><b>Admin Associate</b>, when seeing a colleague wiping an electronic signature pad with disinfectant: “Great job remembering to wipe down the signature pad!”</i></li> <li>• <b>Discourage &amp; Correct unsafe behaviors</b> <i><b>Medical Assistant</b>, upon seeing a physician extend a hand when greeting a patient: “Doctor, we’re not shaking hands now.”</i> <i><b>Doctor</b>: “Ah...thanks for the cross-check!”</i></li> </ul> <p><b>Questions to Consider as a Team</b></p> <ul style="list-style-type: none"> <li>• In the work we do, where are we most likely to experience an unintended mistake?</li> <li>• Should we make a team pact? Commit to each other, “You check and coach me, and I’ll check and coach you!”</li> </ul>

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<p style="text-align: center;"><b>3</b></p> <p><b>Speak Up for Safety Using ARCC</b></p> <p>A Universal Reliability Skill</p>	<p>When team members know one another well, they feel psychologically safe and will help one another if they see an unsafe situation. But they don't know one another well, they tend not to feel psychological safe and they are less likely to help one another. This is where ARCC can be used.</p> <p>ARCC is a communication tool for Inquiry-Advocacy-Assertion. It can help you assert a concern in a nonthreatening way as well as escalate the concern if it is not addressed. Here's how it works:</p> <p>Environmental Services Associate to Department Manager after the cancellation of the morning department huddle...</p> <ul style="list-style-type: none"> <li> <p><b>Ask a question</b></p> <p><i>Associate:</i> "Our department huddle was cancelled. Will we be having it later this morning?"</p> <p><i>Manager:</i> "No, there is just too much going on right now."</p> </li> <li> <p><b>Make a Request</b></p> <p><i>Associate:</i> "There is so much changing information. It would sure help with communication if we could all get together."</p> <p><i>Manager:</i> "I don't have any new information at this time."</p> </li> <li> <p><b>Voice a Concern</b></p> <p><i>Associate:</i> "I have a concern. We all want to make sure that we are doing the right things for our patients' safety and for our safety, too. The huddle is an important time for us to ask questions and for you to guide us in what we should do."</p> <p><i>Manager:</i> "You know, you are right. Our huddle doesn't take time, it saves us time and helps keep us all safe."</p> </li> <li> <p><b>Use Chain of Command</b></p> <p><i>If the Manager had NOT responded positively, the Associate might have taken this step by saying, "If our Administrator were here, what would their advice be about the Daily Huddle?"</i></p> </li> </ul> <p><b>Questions to Consider as a Team</b></p> <ul style="list-style-type: none"> <li>What unsafe situations are we most likely to experience or observe?</li> <li>What can make it difficult to speak up?</li> <li>Do we encourage patients and families to speak up if they have a concern? How can we make it easy to Speak Up</li> </ul>

## What LEADERS Should Do

We've developed a series of very short videos featuring Craig Clapper, Partner, Press Ganey Strategic Consulting, with a quick explanation of each topic. Simply click on the link.

**Message On Mission:** Message throughout the day the why and how of specific behavior expectations: (1) introduce your point, (2) deliver the message, and (3) return to your point for emphasis. Be a role model for your team—practice the skills yourself...and create opportunities to be seen doing so!

**Be a 4C Influencer:** Teach throughout the day so that people are able and willing to practice the skills. Format your message using the 4Cs:

- **Create a Connection:** Connect at a personal level with the individual.
- **Can Do's:** Review expectations and share facts.
- **Concerns:** Ask, "what makes this hard to do?"
- **Commitment:** Ask, "can I count on you to do this?"

**Practice 5:1 Feedback:** The optimal ratio of affirming feedback to changing feedback is 5:1. Find every opportunity to affirm when you see others practicing safely and correct when you observe unsafe behaviors.

### Remember...

What you say about safety is important.  
What you do about safety shapes how others think and act.

**This and other COVID-19 resources are available at**  
[pressganey.com/COVID19](http://pressganey.com/COVID19).