

High Reliability Behaviors and Tools Modules & Virtual Practicum

Attention Medical Staff!

The 2023 [High Reliability Behaviors and Tools](#) Class is delivered via a 3-part online program consisting of *6 online modules, 1 knowledge check* and an online *virtually facilitated practice*.

To access the educational modules plus the knowledge check, please click the following link and use your Providence network account information for access: <https://bit.ly/3jPqPHO>

Once you have completed the knowledge check, please send the completed evidence via email to Joelle.Mahlum@Providence.org to register for the virtually facilitated practice.

If you are employed by Providence, your classes will be coordinated through your manager.

Virtual Classes Offered *

*** Important Note: Online instructions will be provided prior to the class date.**

| Date | Day of the Week | Time |
|-----------|-----------------|--------------|
| 1/11/2023 | Wednesday | 8:00-9:30 AM |
| 2/9/2023 | Thursday | 7:00-8:30 AM |
| 3/7/2023 | Tuesday | 5:30-7:00 PM |
| 4/12/2023 | Wednesday | 1:00-2:30 PM |
| 5/11/2023 | Thursday | 8:00-9:30 AM |
| 6/13/2023 | Tuesday | 7:00-8:30 AM |

| Date | Day of the Week | Time |
|-----------|-----------------|--------------|
| 7/12/2023 | Wednesday | 5:30-7:00 PM |
| 8/3/2023 | Thursday | 1:00-2:30 PM |

To Register for the Toolbox for Everyone Class contact Joelle.Mahlum@providence.org

High Reliability Behaviors and Error Prevention Tools

Formerly known as Toolbox for Everyone

Tones to Connect

- Smile and greet others
- Introduce and explain roles
- Listen with empathy and intent to understand
- Communicate positive intent
- Provide an opportunity for others to ask questions



- PAY ATTENTION TO DETAIL**
- Self Check using STAR
 - Peer Check



COMMUNICATE CLEARLY

- SBAR
- 3 Way Repeat Back/Read back
- Phonetic & Numeric Clarification
- Ask Clarifying Questions



- HAVE A QUESTIONING ATTITUDE**
- Validate & Verify
 - Know Why & Comply



OPERATE AS A TEAM

- Brief, Execute, Debrief (BED)



SPEAK UP FOR SAFETY

- Escalate using CUS (Concern, Uncomfortable, Stop)
- Event Reporting