

High Reliability Toolbox for Everyone Class

Attention Medical Staff!

The 2022 High Reliability Toolbox for Everyone 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 St. Joseph Health, your classes will be coordinated through your manager.

Virtual Classes Offered *

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

Date	Time
1/11/2022	8:00-10:00 AM
1/19/2022	7:00-9:00 AM
2/1/2022	6:00-8:00 PM
2/9/2022	7:00-9:00 AM
2/17/2022	1:00-3:00 PM
3/2/2022	8:00-10:00 AM
3/10/2022	7:00-9:00 AM
3/15/2022	1:00-3:00 PM
3/31/2022	8:00-10:00 AM

Date	Time
4/5/2022	7:00-9:00 AM
4/20/2022	6:00-8:00 PM
4/26/2022	8:00-10:00 AM
5/12/2022	1:00-3:00 PM
5/18/2022	6:00-8:00 PM
5/24/2022	8:00-10:00 AM
6/1/2022	7:00-9:00 AM
6/9/2022	1:00-3:00 PM
6/29/2022	8:00-10:00 AM

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

Toolbox for everyone
With our collective commitment to safety and reliability, we serve our mission and achieve our vision.

Our Mission
As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Values
Compassion, Dignity, Justice, Excellence, Integrity

Our Vision
Health for a Better World

Our Promise
"Know me, care for me, ease my way."

CARING RELIABLY
Be Compassionate. Be Safe. Be Reliable.

Tones for respect of others at all times

- Smile and greet others; say "Hello"
- Introduce using preferred names and explain roles
- Listen with empathy and intent to understand
- Communicate positive intent of our actions
- Provide opportunities for others to ask questions

Universal behaviors and tools

- PAY ATTENTION TO DETAIL**
 - Self-check using STAR (Stop, Think, Act, Review)
 - Peer check
- HAVE A QUESTIONING ATTITUDE**
 - Validate and verify
 - Know why and comply
- OPERATE AS A TEAM**
 - Brief, execute and debrief
- SPEAK UP FOR SAFETY**
 - Escalation using CUS (Concerned, Uncomfortable, Stop) and chain of command
 - Event reporting systems (UOR)
- COMMUNICATE CLEARLY**
 - SBAR (Situation, Background, Assessment, Recommendation)
 - Three-way repeat-back and read-back
 - Phonetic and numeric clarification
 - Clarifying questions

Caring Reliably at Providence St. Joseph Health
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LINK: [High Reliability Toolbox for Everyone Workbook](#): To access this link you will need to go to the Northwest Washington Providence intranet Home Page> Click on Caring Reliably (top right)> look for the Orange title High Reliability Toolbox for Everyone (right hand side) > Click on Toolbox for Everyone Workbook.