

MUTUAL SUPPORT

CUS Words

Standardized critical language understood by all to mean: “We have a serious problem. Stop and listen to me!”

- I am **C**oncerned
- I am **U**ncomfortable
- This is un**S**afe

Collaboration

Achieves a mutually satisfying solution resulting in the best possible outcome

- “Win-Win” for patient care team (patient and team members)
- Commitment to a common mission

Collaboration allows you to meet goals without compromising relationships. True collaboration is an ongoing process, not a single event.



Resources

This pamphlet is provided by Ohio KePRO, Ohio’s Medicare Quality Improvement Organization. For more quality improvement tools and resources, contact your Ohio KePRO quality improvement specialist, or visit www.ohiokepro.com.

For more information on TeamSTEPS, visit the Agency for Healthcare Research and Quality (<http://teamstepps.ahrq.gov>) or U.S. Department of Defense TRICARE Management Activity, Patient Safety Program (<http://dodpatientsafety.usuhs.mil>) Web sites.

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- **Task Assistance**
- **Feedback**
- **Advocacy and Assertion**
- **Two-Challenge Rule**
- **CUS Words**
- **Collaboration**

Task Assistance

A form of mutual support

- Team members protect each other from work overload situations
- Effective teams place all offers and requests for assistance in the context of patient safety
- Team members foster a climate where it is expected that assistance will be actively **sought** and **offered**

In support of patient safety, task assistance is expected!



Feedback

Information provided for the purpose of improving team performance

Feedback should be:

- **Timely** – given soon after the target behavior has occurred
- **Respectful** – focus on behaviors, not personal attributes
- **Specific** – be specific about what behaviors need correcting
- **Directed Toward Improvement** – provide directions for future improvement
- **Considerate** – consider a team member's feelings and deliver negative information with fairness and respect

Advocacy and Assertion

Advocate for the patient

- Invoked when team members' viewpoints don't coincide with that of the decision-maker

Assert a corrective action in a **firm** and **respectful** manner

- Make an opening
- State the concern
- Offer a solution
- Obtain an agreement

Two-Challenge Rule

When an initial assertion is ignored:

- It is your responsibility to assertively voice concern **at least two times** to ensure it has been heard
- The team member being challenged must acknowledge
- If the outcome is still not acceptable:
 - Take a stronger course of action
 - Utilize supervisor or chain of command

The Two-Challenge Rule empowers all team members to “stop the line” if they sense or discover an essential safety breach.