



Committing to High Reliability Summary Sheet

At Sharp HealthCare, it is our vision to be the best place to work, practice medicine and receive care. We are committed to achieving **zero defects** and **zero harm** to employees, physicians, and patients and their families.

Mutual respect is the cornerstone to ensuring zero defects and zero harm, as reflected in the foundational tools of The Sharp Experience Behavior Standards, Must Haves and AIDET.

I commit every day to:

Practice:

Pay attention to detail

- 1 STAR (Stop, Think, Act, Review)
- 2 Cross-monitoring

Communicate clearly

- 1 Closed loop communication
- 2 SBAR (Situation, Background, Assessment, Recommendation)

Use critical thinking

- 1 Know why and comply
- 2 A questioning attitude
- 3 Validate and Verify

Speak up for safety and reliability

- 1 Making it safe to speak up
- 2 Asking a clarifying question
- 3 CUS (Concerned, Uncomfortable, Stop)

Learn and improve as a team

- 1 Reliability Huddles and Debriefs
 - 2 Ownership for reporting issues and offering solutions
 - 3 Receiving and giving thoughtful feedback
 - 4 Standard Work and process improvement tools
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To learn more, visit sharpnet.sharp.com/HRO.