High Reliability Error Prevention Techniques

**Read/Repeat Backs**

Sender communicates information

Receiver repeats back the order, request, or information

Sender acknowledges the accuracy of the repeat-back. “That’s correct.”

If not correct, repeats/clarifies the communication

**A Safety Phrase**

“Let me repeat that back…”

**Have You CUSSED Today?**

Cussing is critical language understood by all to mean:

“STOP and LISTEN to ME! We have a potential problem.”

This high reliability technique is based on United Airlines CUS program in which ANYONE can identify a potential problem:

- “I have a Concern.”
- “I’m Uncomfortable.”
- “Please Stop & Listen.”

**STOP and Resolve**

If you find yourself trying to figure out how to do something…

STOP and find someone who knows.

**SBAR**

**Situation:** What is the issue?

**Background:** pertinent information

**Assessment:** your supporting assessments

**Recommendation:** What do you want to happen?

SBAR is a helpful tool for **anyone** when an action is needed

**Ask Clarifying Questions**

Asking clarifying questions can reduce the risk of making an error by 2 ½ times!

**Safety Phrase**

“Let me ask a clarifying question…”

**STAR** (the power of pause)

Stop
Think
Act
Review