

## 5 Safe Behaviours

Help keep SSMC patients safe

Patient safety at SSMC depends on everyone, every day.

### 1. Pay Attention to Detail

Focus on the specific task. Minimize distractions. Ensure correct information and actions to avoid errors. Proactively assess risks.

### 2. Communicate Clearly

Exchange accurate verbal and written information that ensures comprehension. Be respectful, nonjudgmental and non-intimidating. Be aware of body language and tone. Minimize use of acronyms. Allow for clarification. Verify accuracy/understanding.

### 3. Have a Questioning and Receptive Attitude

Empowerment to ask questions without fear to prevent harm. Be responsive and open to those who ask questions. Manage emotions. Respect each other's intentions and competencies.

### 4. Hand-off Effectively

Use an SBAR format. Be interactive. Avoid interruptions. Communicate "up the chain" to prevent harm, if needed.

### 5. Support Each Other

Be mutually supportive and open minded. Be flexible and flatten team hierarchies for stronger collaboration.



## SSMC Vision

To set new standards of excellence in healthcare, fostering trust and innovation for a healthier tomorrow.

## SSMC Mission

To provide cutting-edge medical care with a focus on personalised treatment, exceptional care and enhance patient well-being.

## Primary Value

Putting patients first through advanced, personalised care.