

## EYES WIDE OPEN

The behavior of constantly observing both the environment and the people interacting with it for safe practices.



### Key points:

- 📌 Pay attention to detail
- 📌 Include all multi-disciplinary team members and patients
- 📌 Be proactive: anticipate potential risks
- 📌 Promote teamwork and group understanding

## TALK TO ME

The practice of comprehensive vertical and horizontal communication of vital information.



### Key points:

- 📌 Ask clarifying questions: communication is interactive
- 📌 Include key components: specific to area and activity
- 📌 Focus on priority "need-to-know" information
- 📌 Make it a habit: use a standard approach every time

## ALWAYS IN THE MOMENT

The practice of focusing on the task or person at hand and avoiding distractions.



### Key points:

- 📌 Be alert during high-risk moments (e.g., obtaining and administering medications, performing a procedure on a patient, entering information into a computer database, working around sensitive equipment, etc.)

## NEVER LEAVE YOUR WINGMAN

The behavior of mutual support among team members that creates a safe environment to identify and correct safety risks.



### Key points:

- 📌 Both observers and operators benefit
- 📌 Mutual support implies "You are not alone – I've got your back!"