

Error Prevention & Advocacy Tools

Client & Family Edition

Family Commitment	Tool	Definition	Potential Use
Safety 	Introductions Share Name, Role and Responsibility.	A tool to ensure everyone knows each person's role and responsibilities.	During hospital rounds, team meetings or any clinical appointment.
	ARCC Ask a question Request a change voice "I have a Concern" escalate the Chain of command	A feedback technique to help raise or escalate a concern.	If you have concerns about a medication change, or adjustment in a care plan
	STAR Stop, Think, Act, Review	A double-check technique to prevent errors.	Before giving medication or leaving to attend an important appointment.
Clear and complete communication 	SBAR Situation, Background, Assessment, Recommendation	A structured communication tool that organizes information by stating the situation, providing background, and offering an assessment and recommendation.	When explaining your child's emotional or behavioural triggers and recommending specific calming strategies.
	3-Way Communication	A technique to confirm understanding through repeat back, confirmation, and clarifying questions.	Before leaving a clinical visit to ensure you understand next steps and what to do if something unexpected occurs.
	Standardized Handoff	A communication tool to ensure essential information is shared between care providers during transitions.	When leaving your child with a new caregiver or care provider, to ensure they understand key details related to feeding, schedules, triggers, etc.
Maintain a Questioning Attitude 	QVV Qualify the source, Validate the content, Verify with an expert source	A structured approach to reduce risk by questioning assumptions and confirming details through a three-step process.	If a clinical recommendation seems questionable, e.g., new diet or additional therapy. Ask questions and seek additional information.
	Stop and Resolve Review your plan, Resolve the concern, Reassess your actions	A safety technique that encourages pausing to clarify uncertainties and confirm the plan before proceeding.	If unsure about a recommended action (e.g. exercise frequency or medication schedule), stop, ask questions, and clarify with the team.