

Collaborative practice tools that save time and improve care

Learn **when** and **how** to use each tool to **ensure success**.

BE CLEAR, QUICK AND EFFECTIVE

NOD	N ame O ccupation D uty	To introduce yourself and your role to patients.
SBAR	S ituation B ackground A ssessment R ecommendation	To convey new or complicated history in Rapid Rounds. To collaboratively ensure coverage of patient status and care plan during Bedside Shift Report.

Jargon Alert!

To alert team members, without interruption, that the jargon they used is not understood.
Use with team members who understand the card's purpose and welcome feedback.

To **empower** patients/family members to alert you the jargon you used is not understood.
Explain the use of the card before inviting patients to use it.

IMPROVE WITH INTENTION

To quickly and productively reflect on clinical or organizational issues.

What?	Discuss positive and negative aspects
So What?	Consider impact and implications
Now What?	Determine what would you do differently next time

Set and follow ground rules for team debriefing.

MANAGE CONFLICT

Advocate with Clarity

DESC	D escribe E xpress feeling/concern S uggest alternative & seek agreement C onsequence /impact on team goals	To advocate for a different course of action in a non-urgent situations . Preserve relationships by using this structure with intention.
2-Challenge	Say it once Say it again	To ensure that critical information has been heard and considered.
CUS	I am CONCERNED I am UNCOMFORTABLE! This is a SAFETY ISSUE!	To advocate urgently and clearly for a different course of action in high stakes situations.
OBEFA	O pen statement B ehaviour E ffect F eelings A ction	To construct a feedback message that is non-judgmental and productive . Go slowly, practice on low-stakes issues: feedback can feel awkward at first.

Move toward Consensus



To remind yourself (or team members) to contribute with **purpose** and make space for others to contribute.
Use with team members who understand the card's purpose and welcome feedback.

To **empower** patients to alert you to **information overload**.
Explain the use of the card before inviting patients to use it.

Seeking to Understand

Start with:
I noticed that... or I heard you say...
Follow it up with:
I am interested / wondering... or Tell me more... or Help me understand...
Invest genuine curiosity in the perspective of the recipient.

