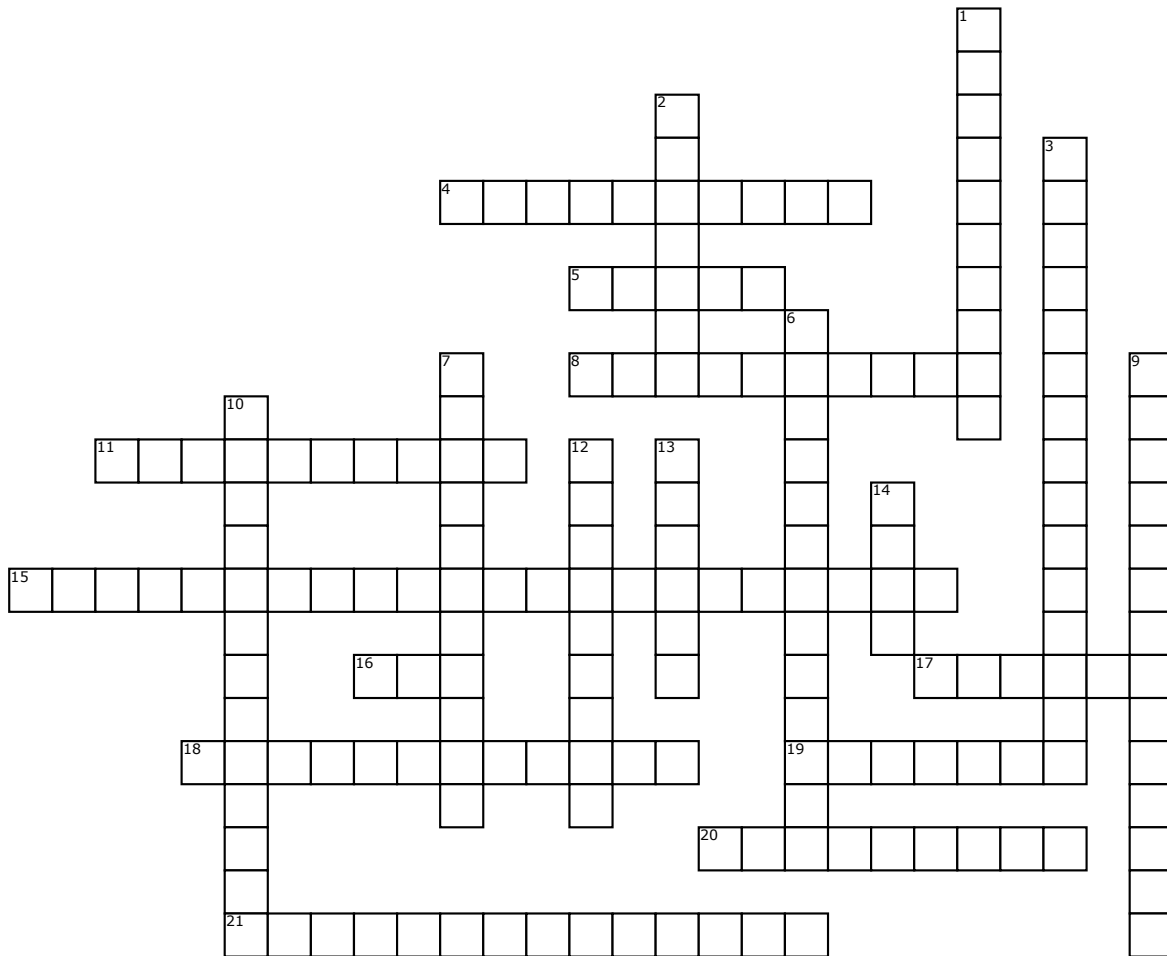


Name: _____

Are you Hard-Wire?



Across

- 4.** What do I think the problem is (SBAR)
- 5.** Consider the action you're about to take
- 8.** Demonstrates openness to change and new ideas; actively searches for creative solutions to meet customers' and organizational needs with a "can do", flexible, positive approach
- 11.** Achieves increasingly high standards in all areas through rigorous processes and continuous improvement
- 15.** 3-Way repeat back & read back, clarifying questions, phonetic & numeric clarifications, handoffs, and SBAR format
- 16.** Concentrate and carry out the task
- 17.** To simply deliver an exceptional experience with every life we touch
- 18.** Speak up with safety using ARCC

- 19.** An act that has the highest level of risk or consequence to patient or employee safety if not performed exactly, each and every time
- 20.** /Exhibits a commitment to always being open, honest, and trustworthy in word, action and behavior; demonstrates the courage to speak up and do the right thing
- 21.** Team Checking and Team Coaching

Down

- 1.** What are the circumstances leading up this situation (SBAR)
- 2.** Deeply committed to the communities we serve, we enhance health and well-being
- 3.** Pursues desired outcomes with relentless personal commitment, engagement, and follow-through

- 6.** Demonstrates a commitment to providing or contributing to exceptional patient and family experiences through decision making, behavior, attitude and action based on empathy and compassion
- 7.** Avoid skill-based errors using STAR
- 9.** What should we do to correct the problem (SBAR)
- 10.** Displays the behavior, attitude, and action of a team player, demonstrate openness and is welcoming, uses relationship competencies, and provides exceptional experiences for customers/team members
- 12.** What is happening now (SBAR)
- 13.** Make sure the task was done right and you got the right result
- 14.** Pause to focus on the task at hand