

Name: _____

Date: _____

Zero Harm

S P I V D B E C U S O B I Q D L U I Z A E Q N P
T W A L D C J O G R K B U Z V D C O F C G F O A
A Q R D V E B N G Q Z Y G D N Y L Z M H Y O I Q
N Z D E R Z W C S D C V G N I Y F I R A L C T T
D O E T D D H E V T U N W V X E X K J I T W A C
A D B C G Q T R U L O F R E Q U E S T N J B D S
R L G J J T U N E N A P I O H Q V Q M O A K N B
D N F S N O I T S E U Q F C C A X J E F D C E A
I X X G C O J A L A S S E S S M E N T C H A M R
Z V Z B Q L S K C M R D Y E D C Q Q Z O G B M Z
E Y I E M S N I I V V Z W N L B Q I X M W T O S
D G D W C B T Q T A H M L F L G J F Y M L A C E
Q M W N J K K B E U W N X U U I C R F A V E E D
P M V M U M N B N Z A X G I M L H R I N R P R F
X V F F N O E I O G R T P M S F A P R D I E M E
E R R O R F R G H N O N I O Y P N J E F Z R T B
Z S R D G E E G P T C R L O L E G R V E T Z E I
I C A M U Y V K K L I O K X N L E Q L Y D V D O
D F R F S T I O Y C S Q Q I B M Z H O J H K I J
D D I E E F E A S S A G K W U C U H D W W D J B
J Y H T X T W S C H B B S T W A R C C S L K X S
A I F V C I Y H J X V A R S E S C A L A T E B U
M D F H U A W I Z Z P R E V E N T I O N B A X E
S S A V G W F R E A D B A C K V R Q Z I P N R Z

CHAIN OF COMMAND
ASSESSMENT
QUESTIONS
PHONETIC
REVIEW
ERROR
SBAR
SIX

RECOMMENDATION
BACKGROUND
READ-BACK
CONCERN
SAFETY
THINK
STAR

STANDARDIZED
CLARIFYING
SITUATION
REQUEST
VERIFY
TOOLS
STOP

REPEAT BACK
PREVENTION
ESCALATE
CHANGE
BASIC
ARCC
ACT