

Seek Mutual Understanding with Three-Way Repeat and Read Back

Three-Way Repeat and Read Back is an HRO error prevention tool that helps with communicating clearly and accurately. It prevents errors stemming from miscommunication by ensuring confirmation of the information being relayed and by providing a mutual understanding between two or more parties.

How it Works

1. Sender initiates communication using the receiver's name. Sender provides an order, request, or information to receiver in a clear, concise format.
2. Receiver acknowledges receipt by repeating back the order, request, or information.
3. Sender acknowledges the accuracy of the repeat back by saying, "That's correct!" or "No, that's not correct." If not correct, the sender repeats the communication. *Do not say, "That's right," because "right" can be misunderstood as a lateral direction.*

Repeat Back with Co-Workers

Here are examples of how to use **Repeat Back** with co-workers in a clinical and non-clinical setting:

Clinical:

Sender (Nurse): Dr. Gill, I'm calling to confirm that John Smith's heart rate is 80 beats per minute.

Receiver (Physician): John Smith's heart rate is 80 beats per minute?

Sender (Nurse): That is correct.

Non-Clinical:

Sender (Associate): Linda, we will need 750 copies of the oncology newsletter printed and delivered to Radiation Oncology by this Monday, October 7, at 7 p.m.

Receiver (Designer): You will need 750 copies of the oncology newsletter printed and delivered to Radiation Oncology by Monday, October 7, at 7 p.m.?

Sender (Associate): That is correct.

Read Back only differs in that the receiver writes down the information that the sender gives and reads back the written information. The Joint Commission requires read backs for all telephone orders and telephone reporting of all critical lab values.

(continued on back)

Three-Way Repeat and Read Back (cont.)

Repeat Back with Patients

Three-Way Repeat and Read Back can also be used to assess whether or not a patient understands their health condition or important instructions.

Caregiver (to patient): John, I just want to make sure I've explained this clearly. Can you please tell me which exercises you should do today as part of your total hip surgery recovery and how often?

The caregiver can then determine whether or not the patient has understood information that is critical to their care. Without witnessing the repeat back, the caregiver may have wrongly assumed that they understood everything.

By adding this simple tool to your daily habits, you can better ensure safety of everyone around you and largely decrease the likelihood of a serious error.

Having Fun with HRO

Looking for fun ways to keep HRO at the top of your team's radar? Here are a few examples of how other HROs across the nation are promoting the error prevention tools.

- **Idea Board:** Have people write down their ideas for when they can use each tool in their work for others to learn from.
- **Journal:** Have a department journal for people to write down entries recalling when they used a certain HRO tool. Each entry gets you one entry into a raffle!
- **Harry Potter Point Challenge:** Do a Harry Potter themed HRO Challenge! Each team is a Harry Potter house (Slytherin, Gryffindor, Hufflepuff, and Ravenclaw) and gets points for documenting proper use of the HRO tool. The house that scores the highest number in a quarter wins a prize.
- **Trivia Game:** Create a trivia game to review the HRO error prevention tools. Model a well-known game like *Wheel of Fortune*.



This Wheel of Fortune HRO game has been played by employees at The Valley Center for Health and Wellness.

Show us your HRO creativity! Send photos and descriptions of how your team has fun with HRO to **Joy Dolan** at jdolan@valleyhealth.com, and it may appear in an upcoming edition of *In The Know With HRO!*