

# BE EXTRAORDINARY TOGETHER.

## Culture Considerations and Conversation Starters

### Blue Chips

#### Conversation Starters

Ask them to consider:

- What do we do when our Blue Chip accountabilities conflict with the demands/needs of another individual, team, department, etc.?
- What is the relationship between the concept of blue chips and the cultural concept of personal accountability?
- How does our organizational mission guide us in identifying and holding ourselves accountable for our Blue Chips?

#### Inclusion and Diversity

- How does having an inclusive and diverse team help focus our time and energy on our Blue Chips?

#### Our Journey to Zero Harm

Blue Chips are your most important priorities. What are your Blue Chips? Are you able to spend your time and energy on the most important priorities?

Safety is the number one priority at Nebraska Medicine. This includes the safety of our patients, colleagues and visitors.

It is our responsibility to ensure we carry the message that safety is first. Safety of should always be a Blue Chip. Although there may be competing priorities and difficult decisions, to achieve Zero Harm we must always include safe care as a Blue Chip in every conversation.

One tool that can be used to help ensure the entire team is aware of the Blue Chips for the day is the **Brief, Execute and Debrief** technique. This tool ensures everyone is on the same page before new, infrequent or high-risk tasks are completed.

<b>Brief</b> <i>What we're going to do...</i>	<b>Execute</b> <i>Do it...</i>	<b>Debrief</b> <i>Review it...</i>
<input type="checkbox"/> Roles and responsibilities <input type="checkbox"/> Procedure steps <input type="checkbox"/> What could go wrong, what are the signs, and how we would respond <input type="checkbox"/> Any lessons from past experiences <input type="checkbox"/> Team Respect, Behaviors and Tools we will practice	<input type="checkbox"/> Carry out the procedure according to the plan <input type="checkbox"/> Be a good wingman	<input type="checkbox"/> What went well? <input type="checkbox"/> What could we have done differently?