



<p>Team Name: Senior Leadership Team</p> <p>Team Lead: Chief Executive Officer</p> <p>Approved by: Regional Lead – Community & Continuing Care</p>	<p>Reference Number: CLI.4110.SG.009</p> <p>Program Area: Clinical</p> <p>Policy Section: Across Care Areas</p>
<p>Issue Date: January 29, 2021</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Take 5</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

STANDARD GUIDELINE SUBJECT:

Take 5

PURPOSE:

Aligning with Southern Health-Santé Sud Core Values, Patient Safety and a just culture, staff are encouraged to initiate and engage team members in Take 5 following any unusual or significant event within any work setting, to provide an opportunity for staff to:

- Defuse after an unusual or significant event
- Identify required system or process improvements
- Engage in ongoing learning

PROCEDURE:

1. Take 5 involves taking time to gather as a team, to defuse and learn following an unusual or significant event. All team members may react and feel differently following such an event. It is important to recognize that differences in individual reactions to an unusual or significant event is normal and not make assumptions on how other team members may be feeling. Implementing take 5 consistently after all unusual or significant events provides an opportunity for all team members involved to defuse and mentally work thru the event. It is important to engage in Take 5 as soon as possible and feasible following the event and prior to individuals leaving with completion of their work assignment, as this provides the most non-judgemental and safe environment.
2. Learning opportunities and required improvements are identified most effectively immediately following responses to unusual or significant events.
3. Communication is critical following unusual or significant events. This may include a team member accepting to communicate to the appropriate supervisor or manager that follow up with a particular staff member is recommended. A team member accepting to communicate

identified process improvements with the appropriate supervisor or manager for further team discussion and review for potential implementation, is effective in ensuring same occurs.

4. Any individual staff member from a clinical or non-clinical team is encouraged to initiate and engage fellow team members in Take 5 following any unusual or significant event. Given the purposes of Take 5, it is most effectively managed by individuals directly involved in the event and is not a process intended to be facilitated by supervisors or managers.
5. It is important for all team members to recognize and identify staff not directly involved in responding to the event, but who may have witnessed components of the event. They will benefit in being approached and having an opportunity to discuss and seek understanding with questions they may have.
6. Take 5 is not intended for accountability purposes, but rather to ensure staff are coping well following such an event, and learnings are identified for continuous quality improvement.
7. The following 5 questions are intended to guide and frame discussions. Responses to all these questions are not to be documented.
 - What went well? Why did it go well? What can we learn from what went well that we might consider adopting formally into our processes to make them better for the next time?
 - What did we learn? What might we want to consider in adopting formally into our processes to make them better for the next time?
 - What would we do differently next time? Do we need to propose any changes to current processes?
 - Did we have any system or process issues that we have identified that could be improved? Such as equipment, role clarity, information flow, other?
 - Who will communicate the opportunities identified by the team to the supervisor or manager by way of discussing same at a future time, leaving a note, adding it to the next team meeting agenda for discussion so these opportunities are escalated appropriately to be explored further for potential implementation.

REFERENCES:

Take 5 More^{OB} program