



Have a Questioning Attitude

CARING RELIABLY

Be Compassionate. Be Safe. Be Reliable.

Questioning Attitude is a habit of the mind that ensures our choices are best for the given situation.

Questioning Attitude is **both asking questions and questioning the answers.**

Rule-based and knowledge-based errors occur when we are not thinking clearly. Since patient safety is our first priority, we will be thinking about what we are seeing and doing. **Stop if things do not make sense.**

Safety requires us to think about the choices we make, the things we see, and the things we are asked to do.

Do not just do without thinking.

Error types prevented as shown in the Generic Error Modeling System (GEMS)

Skill-based	Rule-based	Knowledge-based
Slip	Wrong rule	Decision-making
Lapse	Misapplication	Problem solving
Fumble	Non-compliance	

Use questioning attitude **every time you interpret information** and every time you **choose a rule from memory.**

- First, qualify the source of the information. Is this source a good source for this information? Does this source have a history of being **correct**?
- Next, **validate** the information. Validation is an internal consistency check. Does this information make sense? Is the information **consistent** with what I would expect?
- Last, **verify** the information using an independent, qualified source when: the information is very important (high-risk), the information fails the source qualification or validation tests, or the information appears to have changed.

A Case in Point

An environmental services worker was headed into the magnet room of a MRI suite with a blower. His coworker's validation meter went off: "The MRI is a magnet. Can we take a blower into the MRI suite?" "Sure," said the first worker, "it's plastic." So they proceeded into the MRI suite. The blower – having a motor with steel and iron – immediately flew to the center of the magnet, causing significant damage to the scanner of the MRI machine.

Validate the information
Verify the information

Safety Story

There has recently been a national shortage of Lidocaine. Staff in one of the clinics found availability for some pre-filled syringes of Lidocaine that appeared to be exactly the same as the vials that were currently being used, so they ordered them. When the syringes arrived, the Medical Assistant who ordered them checked them against the vials that they have always used in clinic. The concentration and all details appeared to be the same except the prefilled syringe indicated that it was for cardiac arrhythmias.

She had a questioning attitude and reached out to validate and verify that it was indeed the same product. After further investigation and collaboration with pharmacy, it was determined that this product was contraindicated for infiltration and nerve block, which is why it is used in clinic. Her questioning attitude prevented patients from receiving the incorrect medication. This was truly a great catch and shows how valuable the use of the Validate and Verify tool can be. Because she asked an expert, patients were kept safe, and harm was prevented.

If you are interested in learning more about the Caring Reliably program or would like to sign up for a class, please go to the [Caring Reliably Sharepoint page](#) to learn more. Upcoming trainings can be found on this page.

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