Some emergency departments will distribute a card to staff with a reminder of what the group is focusing on. A card like the one below may be used for a whole quarter or longer, depending on how long it takes to hardwire a behavior.

Sacred Heart, for example, used the card below to remind staff about bedside report, report out on patient satisfaction scores, and share results from a chart audit on the use of pain protocols.

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**Sacred Heart Health System**

**Stand Up Meeting: Reminder!!**

1. Bedside Report for all RN’s
2. Keeping patients INFORMED OF CARE q 1 hour with documentation
3. Use of Pain Protocols
4. Use of the Word Excellent

“Failure is the path of least Persistence”

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