



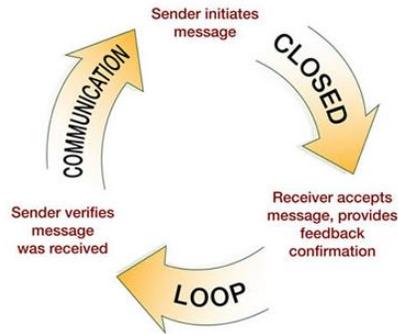
# TeamSTEPPS® TIPS

## Check-backs and call-outs

### What is a check-back?

A check-back is a three-step, closed-loop communication exchange between two parties, often members of the patient care team.

Slide 14: Check-Back is...



- Sender initiates a message: “One gram of calcium gluconate, diluted in 100 milliliters of normal saline IV for an hour”
- Receiver accepts message, approves feedback confirmation: “Let me confirm that. One gram of calcium gluconate, diluted in 100 milliliters of normal saline IV over an hour.”
- Sender verifies message was received: “Correct”

### What is a call-out?

A call-out is a strategy used to communicate important or critical information. A call-out is effective because it:

- Informs all team members simultaneously during emergency situations
- Helps team members anticipate next steps.
- Directs responsibility to a specific individual to carry out task.

An example of a call-out is:

- Leader: “Airway status?”
- Resident: “Airway clear”
- Leader: “Breath sounds?”
- Resident: “Breath sounds decreased on the right”



### Why should I use check-backs and call-outs?

Information exchange strategies, such as a call-out and check-back, encourage effective communication between staff members; information that is shared is more likely to be complete, clear, brief and timely.

### Where can I get more information about check-backs and call-outs?

Visit <https://www.leadingagekansas.org/tsmaterials>