



# TeamSTEPPS® TIPS

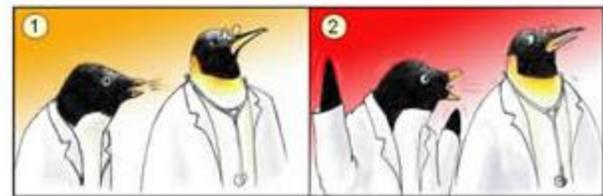
## Two-Challenge Rule

### What is the Two-Challenge rule?

The Two-Challenge rule is a tool that empowers all team members to “stop the line” if they sense or discover an essential safety breach that could result in patient harm. When an initial assertion is ignored:

- Assertively voice concern at least **two** times to ensure it has been heard
- The team member being challenged must acknowledge the concern
- If the outcome is still not acceptable:
  - Take a stronger course of action
  - Utilize supervisor or chain of command

### Two-Challenge Rule



The Two-Challenge rule overcomes the natural tendency to believe the medical team leader must always know what he or she is doing, even when the actions taken depart from established guidelines. When invoking this rule and moving up the chain, it is essential to communicate to the entire medical team, *including the member being challenged*, that additional input has been solicited.

### What should I remember about the Two-Challenge Rule?

- Voice your concern by advocating and asserting your statement at least twice if the initial assertion is ignored
- The two attempts may come from the same person or two different team members
- The first challenge should be in the form of a question, and the second challenge should provide some support for the concern
- Remember this is about advocating for the patient

### Where can I get more information about the Two-Challenge rule?

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