



Checklists: Simple and Powerful Tools

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Housekeeping

- Everyone is on mute. We are recording the webinar.
- Please use the "Chat" box.
- Slides will be sent out afterwards.
- Please laugh at Mark's jokes.



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A Checklist Miracle



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Overview

- *The Checklist Manifesto*
- Positives from negatives
- Checklists as tools
- Checklists, employees and teams
- Tests, errors and failures
- Overcoming objectives

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The Checklist Manifesto by Dr. Atul Gawande



- Simple checklists for a complex world
- Tested checklists in operating rooms
- 30% reduction in deaths and complications
- Checklists work!

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Superspecialists

- Leader in a narrow field of knowledge
- Categories within categories:
 - Cardiac care, pediatrics cardiac care, etc.
 - Print, digital print, inkjet
 - First-Class Mail, USPS Marketing Mail, Periodicals, Packages



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Memory is not Enough



- Memory is fallible, especially under stress
- Complexity of everyday tasks
- Distractions
- Checklists “back up” your memory

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Checklists - Detail

- Not "How To" guides
- Quick and simple tools
- 5 to 9 items on 1 page

GoToWebinar Checklist

1. Reboot laptop 30 minutes before webinar.
2. Open SparkoCam – verify background, settings.
3. Open PowerPoint (if using). Verify that pen is working.
4. Open Chrome – WheelofNames (if using)
5. After opening GoToWebinar – **CLOSE** MS Outlook.
6. Upon opening GoToWebinar – conduct soundcheck.
7. Unmute
8. Share screen
9. Share camera

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Checklists and Employees



- Tool to instill discipline and assist memory
- Not a substitute for thinking
- Army Operations Order (OPORD)
 - Situation
 - Mission
 - Execution
 - Service Support (Sustainment)
 - Command and Control

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Checklists and Teams

- Provides framework
- Assists communication
- US Air Flight 1549 Crew
 - CPT Chelsey “Sully” Sullenberger
 - Copilot Jeffrey Skiles
 - Donna Dent
 - Doreen Welsh
 - Sheila Dail



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Pause Points



- Key decisions
- Pause and use checklist
- Confirm key tasks completed correctly
- More than one checklist

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Checklists: Tasks to Include

- Forgotten in the past
- Performed incorrectly in the past
- Routine, yet critical
- Minimum necessary steps



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Testing Checklists

- After Action Review (AAR)
- Questions:
 - What happened?
 - What went well?
 - What didn't go well
 - How do we improve the checklist?



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Addressing Errors

- Determine the cause of the error
- Was the error an anomaly, or like to happen again?
- How do you prevent the error from recurring?
- Can the error prevention be made part of the checklist?
- Update the checklist



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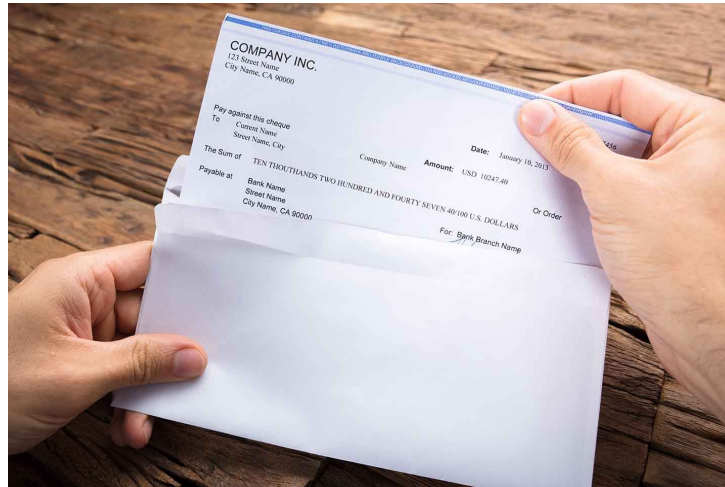
Investigate Failures

- Determine WHY you made the mistake
- Follow the process you followed step-by-step
- When you learn the WHY, you can start with the HOW



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Error or Opportunity to Improve?



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Code of Conduct



- Selflessness
- Skilled
- Trustworthy
- Discipline

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Overcoming Objections

- People have to believe in checklists
- Share stories
- Measure pre/post checklists errors
- Share results
- Be a role model – use checklists



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My Plane Ride



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Questions?

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