**Diagnostic Safety Toolkit: Activity Four – Reflection and Action Guide**

## Reflect Upon Your Work Thus Far

After you’ve gathered information from the previous activities, review the following sources to help you identify and document communication gaps: Use the questions and space below to summarize your group’s work so far.

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| **Vignettes** – For each of the vignettes you discussed, review the summary questions and aggregate the responses: |
| What common problems were identified across the vignettes? |
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| What gaps were identified in your institution’s processes?  |
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| Refer to the following sections in “Institutional Inventory: Current Communication Processes and Practice”:* **“Step 5: Identify Communication Practices for Various Follow-Up Scenarios”** — List the scenarios where there is no established communication protocol or where a communication gap exists. Describe the gap in the second column below.
* For more information, refer to **“Step 6: Document Communication Practices and Procedures.”**
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| **Scenario Description** | **Communication Gap (who, when, how)** |
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| **Step 7:** **Institutional Support for Communication Best Practices** – list the practice or procedure where support is inadequate or lacking |
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## Develop an Action Plan

1. List three high priority communication gaps you have identified, and rank them by importance.
2. Choose one to act upon immediately.
3. List specific steps to begin closing the gap.
4. Develop and document a plan to monitor progress and project success.

Use this information to feed into your institution process improvement infrastructure.

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| **High Priority Communication Gaps** |
| Gap 1:  |
| Gap 2:  |
| Gap 3: |
| **High Priority Communication Gap to Act Upon** |
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| **Steps to Take to Address Communication Gap** |
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