

CLOSED LOOP COMMUNICATION



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Using closed loop communication is an effective strategy to be utilized in daily practice, not just in chaotic or emergent situations.

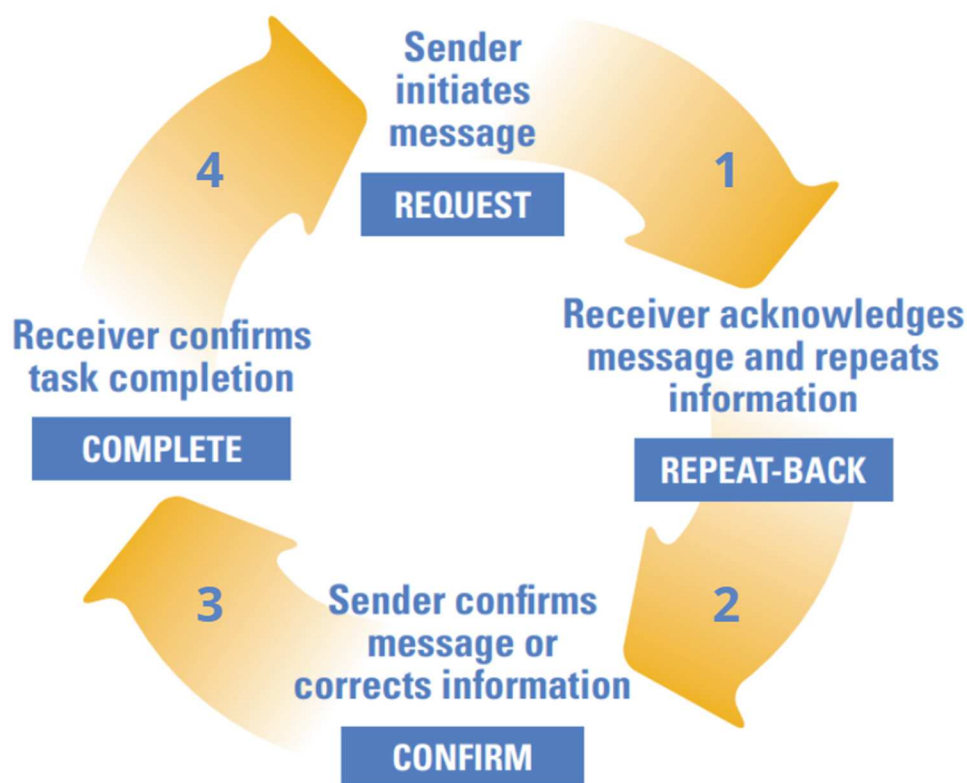
A **request** alerts the team of the need for a specific order or course of action. It directs responsibility to a specific individual assigned by name to carry out a task.

A **repeat-back** is used to verify information was accurately received. It provides an opportunity for the recipient to confirm the content of the message and accept responsibility.

Confirmation ensures that information conveyed by the sender is understood by the receiver as intended. It provides an opportunity for the sender to address any discrepancies or concerns.

Close the loop by signalling **completion** of the task. The receiver should alert the sender once the request has been fulfilled.

Using requests, repeat-backs and confirmations can help you in the vital process of closed loop communication



Use closed loop communication in every clinical and non-clinical setting.

Example:

1

Dr. Smith:
"Barb, please give the patient
1 mg of Epinephrine IV push."

2

Nurse Barb:
"To verify, you'd like the
patient to receive 1 mg of
Epinephrine IV push."

3

Dr. Smith:
"Yes, that's correct."

4

Nurse Barb:
"Ok, the patient has
received 1 mg of
Epinephrine"

Adapted from:

Materials in this document have been adapted from TeamSTEPPS® Pocket Guide,
by American Hospital Association (AHA).
[TeamTraining_PocketGuide_Feb2024_022824.pdf](#)