What is a Checklist?

- ✓ list of things to do
- ✓ list of items to verify, check or inspect
- ✓ list of required items or points to be considered
- √ comprehensive list of important or relevant actions, or steps to be taken

"A checklist is a type of informational job aid used to reduce failure by compensating for potential limits of human memory and attention. It helps to ensure consistency and completeness in carrying out a task." - Wikipedia

Why Use Checklists?

- ✓ Increasing complexity of everything
- √ Memory and judgement are unreliable
- √ Human cognition (problem solving skills) degrade under stress & routine
- √ Greatly reduce avoidable (stupid) errors/mistakes
- √ Checklists have a proven track-record
- √ Allows for strategic thought

What Makes a Checklist Good or Bad?

Bad Checklists

- Vague/Imprecise
- Too long
- · Hard to use/understand
- Impractical
- Try to spell out every single step

Good Checklists

- Precise/Ultra-clear language
- Efficient/To the point
- Easy to use in real application (especially under difficult circumstances)
- Do NOT spell out every single step only the MOST critical steps

Never Events (aka "Killer Items"):

Adverse events that are serious, largely preventable, and of concern to both the public and professionals for the purpose of public accountability. In other words, the kind of event that should never happen... but unfortunately do.

Types of Checklists (Source: Daniel Boorman - Boeing Electronic Checklist Procedure Manager)

- 1. Read-Do Team members carry out tasks as they check them off (like a recipe)
- 2. <u>Do-Confirm</u> Team members perform their jobs from memory and experience, but pause at critical points to make sure everything that should be done actually has been done.

Making a Checklist

- ✓ Wording & design must be simple
- √ Free of clutter (unnecessary logos, symbols, colors, etc.)
- √ Use upper and lowercase text
- ✓ San serif-style text are best (Arial or Helvetica NOT Times New Roman, Palatino, etc.)
- √ Fits on one page
- ✓ Must define clear pause points (when the checklist is to be used)
- ✓ Brief (5-9 items)
- ✓ Executable quickly (or people will begin shortcutting/skipping)
- √ Focus on "Killer Items"
- ✓ Must be tested in real world conditions!

