Speaking Up for Safety
Part of the Cognitive Institute Safety and Reliability Improvement Series

KnowHow

- To achieve culture change within healthcare organisations by increasing the ease and motivation for clinicians to ‘speak up for safety’
- To develop insights and skills to respectfully raise issues with colleagues when they are concerned about a patient’s safety
PRESENTATION OVERVIEW

SPEAKING UP FOR SAFETY

Increasing the ease and motivation for clinicians to raise patient safety concerns with colleagues through graded assertiveness communication skills training.

KnowHow

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Overview

The Speaking Up for Safety presentation includes:

- consideration of the role of respectful questioning of colleagues in patient safety
- reflection on the ethical considerations of speaking up for patient safety
- examination of video scenarios exploring the barriers to effectively raising a voice for safety
- demonstration of techniques that are effective in overcoming these barriers
- explanation of the theory of graded assertiveness
- examples of communicating graduated concern, including helpful words and phrases
- rehearsal exercises to assist participants find the ‘right’ words to use
- reflection on being ‘spoken up’ to.

Background

All clinicians will on occasion observe decisions or behaviours that cause them to consider whether the safest possible care is about to be delivered to a patient; whether observing the most junior or the most senior and respected clinician. How a clinician responds to this dilemma is a reflection of:

- their training
- their personal belief systems
- their self confidence
- the culture of their own professional group
- the way their professional group interacts with other professional groups
- the culture of the organisation they work in.

The barriers to a proactive response in such a situation are well known – fear of overstepping authority, expectations of negative consequences, or simply a lack of understanding of the framework and words to use when communicating concern.

Other industries have learnt that the ability to speak up for safety is one of the most valuable resources they have to prevent errors of commission or omission.

This workshop examines the ethical considerations that impact on clinicians as they consider the decision to speak up for safety. It then provides the words and skills that will support and facilitate an individual clinician’s decision to speak up.
Cognitive Institute offers a licensed Train the Trainer Programme to allow accredited in-house presenters to deliver the Speaking Up for Safety presentation on an ongoing basis in your organisation.

Cognitive Institute will conduct a Train the Trainer Programme in Speaking Up for Safety to your selected presenters, providing educational material and KnowHow which will enable the accredited presenters to deliver a one hour training workshop for all employees. Cognitive Institute will provide this under a licence agreement for a three (3) year period.

**Train the Trainer Programme**

The Train the Trainer Programme training will take two days, delivery to be negotiated.

Part 1 - Train the Trainer - Two (2) days

Part 2 – Accreditation - Four (4) hours per group of six (6)

**Audience**


Groups of six (6) with maximum of 18 per session.

**Proposed plan for training**

- **Selection** - your organisation determines the number of trainee presenters required in groups of six.
- **Training** - Cognitive Institute conducts a two day training programme.
- **Practice** - trainees practice presenting the one hour Speaking Up for Safety presentation.
- **Evaluation and Accreditation** – each trainee is assessed and accredited to present the one hour Speaking Up for Safety presentation.

**Programme Timeline**

- Select presenters and schedule training
- SUFS presenter accreditation
- SUFS presenter training 2 days
- Practice presentations 8-10 weeks
- SUFS delivery to organisation ongoing 12-18 months

**Cognitive Institute Evaluation and Accreditation of Presenters**

- The purpose of this evaluation process is to determine the quality of the trained presenters after they have had the opportunity to present two to three workshops in their organisation.
- The evaluation will be conducted by a Cognitive Institute accredditor who will sit in on a ‘live’ presentation with participants observed co-presentating the one hour presentation.
- The accredditor will provide constructive feedback to the presenter(s) and a brief written assessment of the competence and potential effectiveness of each trained presenter.
- Following successful accreditation, presenters will be able to deliver the one hour Speaking Up for Safety workshop to all staff in the organisation. It is recommended to maintain skills they present approximately two (2) workshops per month.
- Presenters are encouraged to spend time in private rehearsals and present two to three “tame” events to groups of participants prior to accreditation.
Licence

The Speaking Up for Safety Train the Trainer Programme is provided under a three (3) year licence agreement, commencing from the date of the Speaking Up for Safety Train the Trainer Programme.

Only accredited presenters will be licensed to undertake the continuing training programme. The licence agreement ensures that the quality of the training programme is continually maintained.

If the number of accredited trainers required by your organisation to maintain its ongoing training programme falls due to trainer attrition, it may become necessary to contract Cognitive Institute to train and accredit additional trainers.

For information on the Cognitive Institute, presenters and courses visit www.cognitiveinstitute.org

To book a course call Head Office on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org