



# SPEAKING UP FOR SAFETY™ PROGRAMME

An organisation-wide programme to build a culture of safety by empowering staff to raise concerns



**One in ten** admissions result in an adverse outcome.<sup>1</sup>

# Speaking up is critical to achieving an organisation-wide safe and reliable culture

Staff working in safe organisations are confident to speak up about any issue any time; They love working in the organisation and would recommend the care for their family.

A critical aspect of achieving safety for patients is:

- leadership commitment to promoting a culture of speaking up
- skilling staff in a common language of speaking up at any time there is a safety concern
- a culture where staff check each other and welcome being checked
- improving professional accountability.

## **THE SPEAKING UP FOR SAFETY™ PROGRAMME DELIVERS:**

- improved patient safety, attributable to greater staff willingness to speak up
- respectful, collegiate communication as a first approach to raising a concern for safety
- a professional culture embedded with patient safety, where anyone in the organisation is able to raise a concern with another person, thus normalising speaking up
- a positive framework reinforcing that everyone has a role to play in patient safety
- a proactive tool to enable staff to intervene before mistakes happen and unintended patient harm occurs



# Overcoming the barriers to speaking up

Whether working with the most junior or the most senior staff members, all staff will observe decisions or behaviours that cause concern over whether safe care is about to be delivered.

The Speaking Up for Safety programme provides the words and skills to support staff to overcome the barriers and speak in the moment. It promotes the importance of receiving these messages with respect, thanks and encouragement to speak up again.



# A model for speaking up – a framework for culture change

## A COMMON LANGUAGE

Our Speaking Up for Safety 'Safety C.O.D.E.' uses a graded model for standardising language when communicating concern; balancing patient safety with respect. This is a critical aspect to achieving safe and reliable practice.

The Safety C.O.D.E. ensures every staff member understands a common language for escalating concerns, while maintaining respect for colleague skills and expertise.

## SUSTAINABLE TRAIN-THE-TRAINER MODEL

Speaking Up for Safety is available as a licensed train-the-trainer programme. This enables organisations to build the internal capability to change culture by training all staff across the organisation.

Having the message of speaking up come from within an organisation is a powerful way to show leadership commitment to developing a culture where speaking up is the norm.



The Speaking Up for Safety programme builds a culture where staff are **comfortable** to **'check'** each other and welcome being **'checked'** by others.





# A safety net when speaking up is not possible, safe or effective

Cognitive Institute implements the Promoting Professional Accountability programme to work alongside the Speaking Up for Safety programme to embed an organisation-wide speaking up culture.

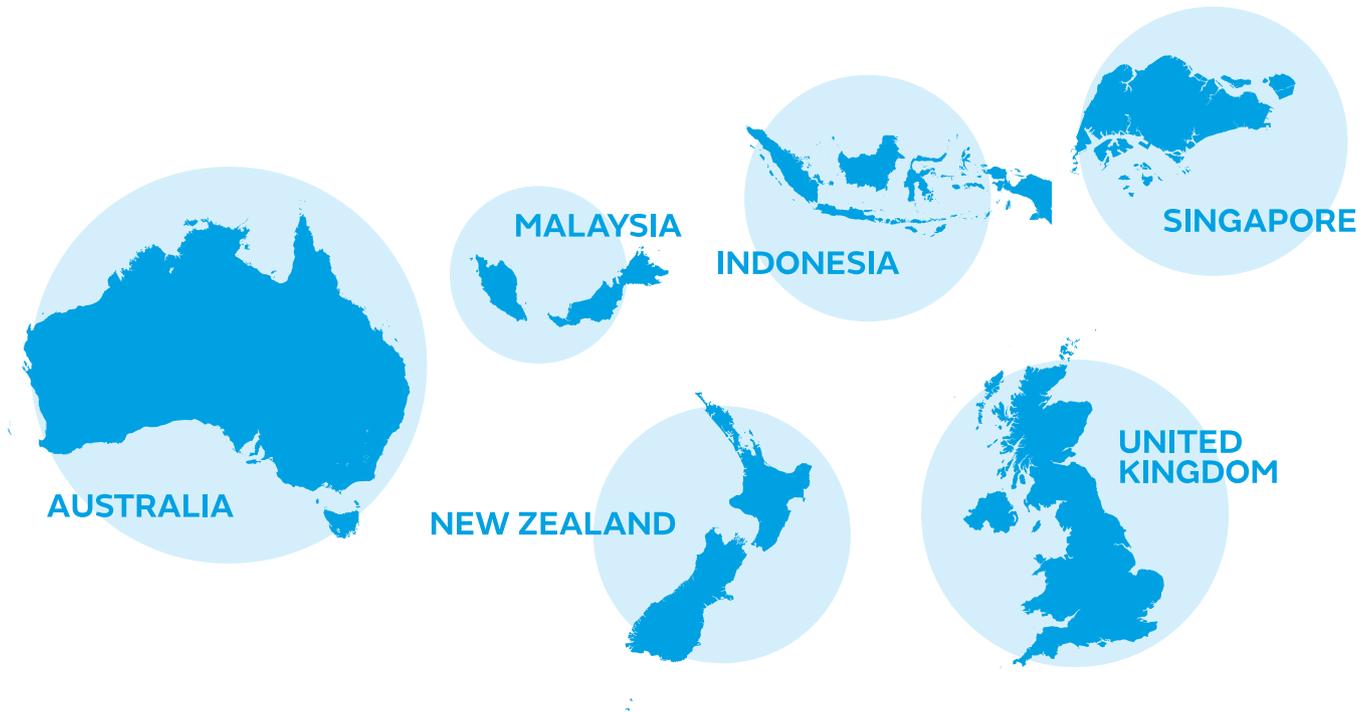
When speaking up face-to-face is not possible, safe or effective and not related to imminent patient harm, we believe there is an important role for the organisation to represent a staff member and share the message on their behalf.

The Promoting Professional Accountability programme is an evidence-based, organisation-wide framework to identify, engage with and hold accountable staff who demonstrate repeated unprofessional behaviour. The programme is based on the work of the Vanderbilt University Center for Patient and Professional Advocacy in the United States of America.

**Two-thirds** of staff alerted to a concern under the programme **self-regulate** and are not reported again.<sup>3</sup>

# Join our Speaking Up movement

Hundreds of public and private healthcare organisations around the world are working with Cognitive Institute to build a culture of speaking up



Learn more at [cognitiveinstitute.org](http://cognitiveinstitute.org)

- 1 Belén Jiménez Muñoz A, Muiño Miguez A, Paz Rodríguez Pérez M, et al. Medication error prevalence. International Journal of Health Care Quality Assurance 2010;23(3):328-38.
- 2 Salazar MJB, Minkoff H, Bayya J, et al. Influence of Surgeon Behavior on Trainee Willingness to Speak Up: A Randomized Controlled Trial. J Am Coll Surg., 219(5): 1001-7. (2014)
- 3 Hickson GB, Cooper WA. Pursuing Professionalism (But not without an infrastructure). In: Byyny RL, Papadakis MA, Paauw DS, editors. Medical professionalism: best practices. Melo Park, California: Alpha Omega Alpha Honor Medical Society 2015:81-98.
- 4 McKinlay, L. Listen Up! Just as important as speaking up for safety. Cognitive Institute 2017



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