

SPEAK UP for safety

Renee dePrazer, Fiona Stanley Fremantle Hospital Group, Murdoch, Western Australia
renee.depraizer@health.wa.gov.au

Pen Keogh, Fiona Stanley Fremantle Hospital Group, Murdoch, Western Australia
penny.keogh@health.wa.gov.au

Marani Hutton, Project Manager – SPEAK UP for safety , Fiona Stanley Fremantle Hospital Group, Murdoch, Western Australia.marani.hutton@health.wa.gov.au

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ABSTRACT

Introduction/Background

Barriers to speaking up are well known – fear of overstepping authority, fear of negative consequences, lack of confidence or simply a lack of understanding of the framework and words to use when communicating concern.

Aim/Purpose of the project

The SPEAK UP for safety program positively addresses behaviors which undermine a culture of safety through equipping staff with an effective communication tool and assertiveness training to speak up in the moment.

The SPEAK UP Program promotes a culture where;

- Staff feel empowered to respectfully 'speak up' when they feel there is a safety concern relating to patient care or staff safety.
- Staff receiving feedback from colleagues who do 'speak up' are able to listen respectfully and act on what the person is saying.

Methods/Process

The program utilises a train the trainer model, with staff training provided through toolbox training-either generic or custom delivered to teams. Using a P.A.C.E. approach (Probe, Alert, Challenge and Emergency) the training provides a framework to guide staff in using a graded assertiveness technique to raise concerns regarding safety issues.

Results/Outcome

Training is relevant for clinical and non-clinical staff in all work areas and disciplines, everyone has a potential role in speaking up for patient AND staff safety. Teams are engaged and are requesting the training, to date 1300 staff at Fremantle have been trained in the technique with the program now rolling out at Fiona Stanley Hospital. The strength of the program is due to program management with credentialed trainers, consistent messaging, badging, staff engagement and high level executive support.