Speak-up for Safety

CARING RELIABLY
Be Compassionate. Be Safe. Be Reliable.

Escalation using CUS

Error types prevented in the Generic Error Modeling System (GEMS)

Skill-based	Rule-based	Knowledge-based
Slip	**Wrong rule**	**Decision-making**
Lapse	**Misapplication**	Problem solving
Fumble	**Non-compliance**	

Note: Primary shown in bold red: secondary shown in red.

The least you should know

- Cross checking, sometimes called cross monitoring, is a habit of the mind that keeps our attention on the people, equipment, and environment around us. This habit provides for instant recognition of problems.

- Since patient safety is our first priority, we will be mindful of each other's work and we will be saying something to help each other and our patients, family, and friends. We are all equals in patient safety and in personal safety. If you suspect there may be a problem, speak-up.

> **Peer-checking** is watching-out for each other and sharing situational awareness.
>
> **Peer-checking with an assist** is providing an on-the-spot second opinion.
>
> **Multiply Your Error Probability**
>
> $0.001 \times 0.001 = 10^{-6}$

How should we use this tool?

- Use *peer checking* at all times – keep an eye and ear out for trouble. Use *peer checking with an assist* for the quick and easy helping of others. This can be as simple as the polite, "stop – you are about to back into the wet floor sign" followed by the "thanks" reply from your coworker.

- Use the *Speak-Up* tool instead of *peer-checking with an assist* when you are uncomfortable speaking plainly. Start with a simple question. If the question (this is called hint and hope) doesn't draw their attention to the problem, request a change, quickly explain why, and hand the dialogue back to them by adding "what do you think?" If the request did not change their thinking, use the safe word – express your concern using the phrase "I am concerned that…" Even then, you still have Chain of Command. Use your Chain of Command to check your thinking and help you advocate for safety.

Did you know?

1. Power Distance is the extent to which the less powerful expect and accept that power is distributed unequally. Power Distance is a measure of interpersonal power or influence superior-to-subordinate as perceived by the subordinate.

2. People are less likely to ask a question when Power Distance is high. People are also more likely to do what they are told, even if they know it is wrong.

3. Part of *Safety Culture* is having the courage to speak-up for safety, even when power distance is high.

4. Part of *Safety Culture* is people with high Power Distance using their influence to make it safe for others to ask questions.

> **Speak-Up for Safety using CUS technique**
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> I have **a Concern**…
>
> I am **Uncomfortable** with…
>
> **Stop** – this is a safety issue
>
> **If no success…**   Use Chain of Command