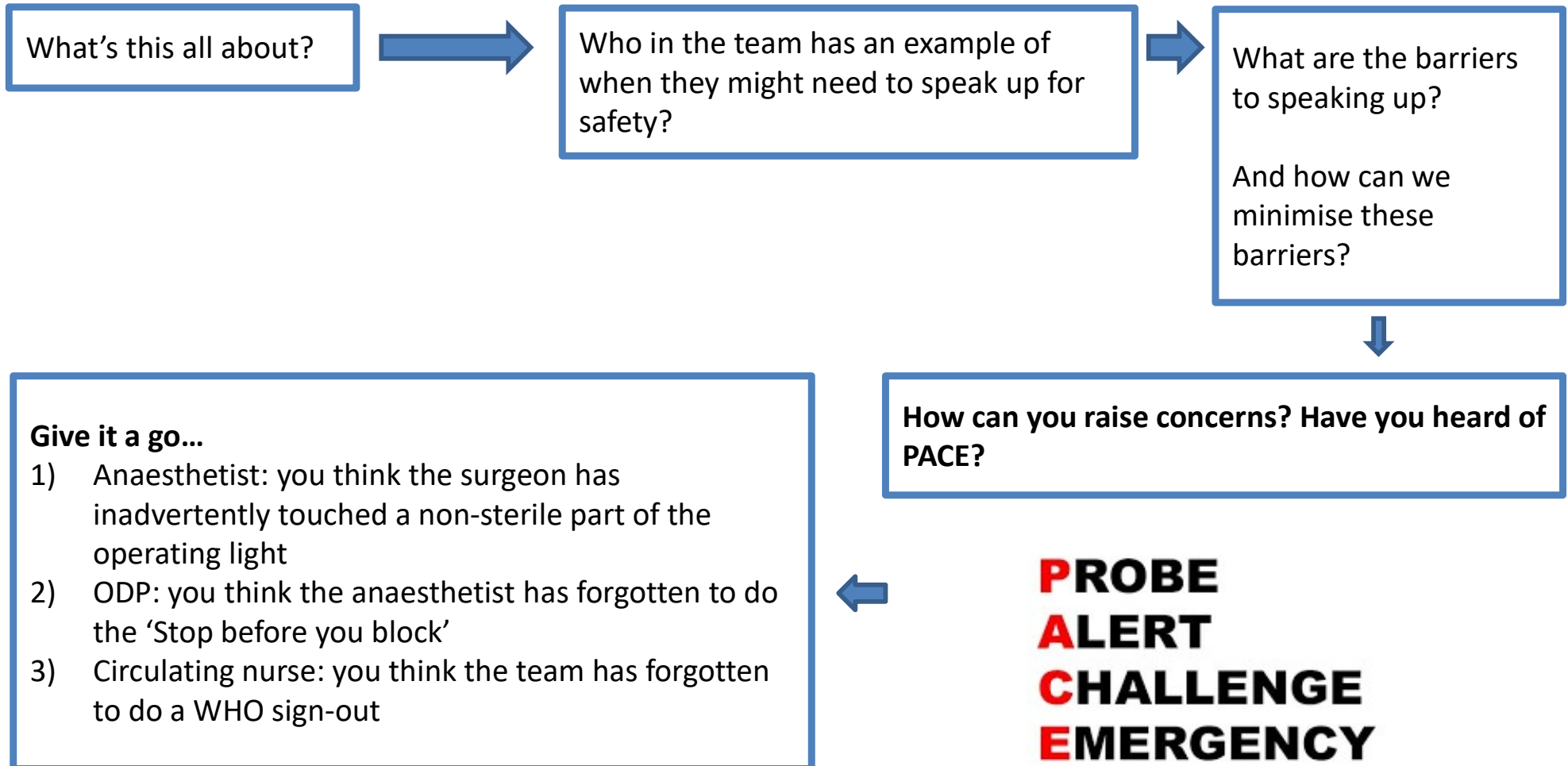


5 Minute Flashcards

Card 2 Speaking up for Safety

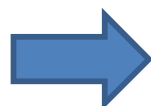


5 Minute Flashcards

Card 2 Speaking up for Safety

What's this all about?

Speaking up when you have concerns is important for patient safety – *especially* as patients in theatre often can't speak for themselves
Speaking up is a key feature of effective teams
Risks to patients can be identified by *any* member of the theatre team – speaking up is *everyone's* responsibility
Speaking up often requires courage: don't dismiss someone else's concerns!



Who in the team has an example?...

Invite examples from team members



What are the barriers?

There are *lots* of barriers. Examples include:

- Being new to the theatre team
- Not knowing the people/ equipment
- Being unsure of *who* to talk to about a concern
- Being worried the concern might not be important enough
- Hierarchy within the team
- Being worried about a hostile response

How can we minimise these barriers?

- Knowing each others' names makes a big difference... the theatre name board or name-badges can help
- Treat each other with respect and kindness
- Practice!

PACE is a model that helps people raise concerns. It stands for:

Probe: ask a probing question or state an observation e.g. "Is the swab count correct?"

Alert: alert the person/ team e.g. "I am concerned that we have miscounted the swabs."

Challenge: include what you think needs to be done e.g. "I think the swab count was incorrect, we need to do it again."

Emergency: take over *or* get help from outside/ someone else

PROBE
ALERT
CHALLENGE
EMERGENCY