"

WHAT?
WE TRIED THAT
BEFORE AND
IT DIDN'T
WORK
DOCTOR, WOULD
YOU PLEASE
WASH YOUR
HANDS!
IF I BRING THAT UP,
I MAY GET
FIRED
I'M TOO LOW ON THE
TOTEM POLE
NO ONE WILL
LISTEN TO ME
CAN I PLEASE GET SOME
HELP?
I SHOULD SPEAK UP, BUT I DON'T WANT TO GET A
REPUTATION AS A TROUBLEMAKER
I DON'T THINK THAT'S THE
CORRECT PROTOCOL

SHE'LL MAKE MY LIFE MISERABLE
IF I SAY SOMETHING
I KNOW WE'VE BEEN DOING IT LIKE
THIS FOR YEARS, BUT CAN WE TRY
A NEW WAY?
HERE'S WHY THAT
WON'T WORK
I FEEL THIS MIGHT BE A
DUMB QUESTION
I DON'T FEEL
COMFORTABLE
DOING IT THIS WAY
THAT SHORTCUT COULD
HARM
A PATIENT
YOU DON'T DO YOUR
FAIR SHARE OF
THE WORK
I DON'T WANT TO HURT HER
FEELINGS
IT'S NOT MY JOB,
BUT SOMEONE SHOULD
SAY SOMETHING
STOP!

"

SAFE TO
SPEAK UP?

Building a Culture of Openness

A blame-free environment is mission critical for patient and worker safety. Here are some tips to help your team create a workplace culture where employees feel free to raise concerns.

[✓] Be a good listener

[✓] Ask open-ended questions

[✓] Admit mistakes (leaders need to be role models on this)

[✓] Address problems early

[✓] Develop rapport among employees

[✓] Disavow perfection

[✓] Create systems that encourage people to speak up

[✓] Hold briefings before and after each surgery

[✓] Hold each other accountable

[✓] Value each person's role

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