

Workshop: speaking-up, let it grow in a simulation session!

Simulation Network Northern Netherlands

- Martini Hospital Groningen
- University Medical Center Groningen
- Hanzehogeschool Groningen (university of applied science)

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Introduction & aims

Let's grow together and experience efficient and safe behaviors in speaking-up in a for everyone doable simulation session. To reflect and debrief the session, crew resource management strategy and 'brain education' will be used. By doing so the understanding of human factor perspectives as well as specific non-technical skills in speak-up behavior ('SUB') will grow from 3 roles: actor, receiver and bystander. SUB can be defined as, 'the raising of concerns by healthcare professionals for the benefit of patient safety and care quality upon recognizing or becoming aware of the risky or deficient actions of others within healthcare teams in a hospital environment' (Okuyama et al., 2014). In healthcare, safety isn't self-evident when standard procedures are correctly followed. In the unique situation of patients, variability is also essential. In hospitals the organization and delivery of care is mostly done by interprofessional teams. In their team performance for quality and safety of care, SUB plays a crucial role. For example in preventing and mitigating potentially unsafe events which may harm patients. To all this it helps when speak-up is done properly, invited too and positively dealt with. **Let's experience, perform and grow to that!**

Learning objectives

1. Reflect on attitudes and own experiences in speaking-up
2. Understand the interplay of dominant Human Factors affecting SUB
3. Experience different roles and skills in the process of speak-up as actor, receiver or bystander
4. Explain **SUITS: Speaking-Up in Interprofessional Teams Strategy**, to strengthen efficient and safe behaviors in speaking-up in teams

Session description (planned activities)

1. Sharing thoughts and feelings about SUB by KAHOOT
2. Clarifying dominant antecedents/mechanisms affecting SUB
3. Apply efficient and safe behaviors in speak-up in a simulation session with debriefing
4. Express a joyful message to a colleague who shows and/or supports SUB positively at the workplace
5. Reflection on values of **'SUITS'** and building your storyline as take-home message

Educational methods

Knowledge clip, KAHOOT, simulation scenario and debriefing, reflection, positive reinforcing, transfer to own organization.

Expected impact

Body of knowledge grows in (social) psychological antecedents/mechanisms, roles and skills in efficient and safe behaviors in speaking-up. Especially how SUB can be strengthened in teams, from theory to practice.

Target audience

Healthcare professionals, simulation trainers, researchers, educators, policymakers.

Level (introductory/intermediate/advanced)

All levels.

Maximum number of participants

20