

Speak-Up in Interprofessional Teams Strategy (SUITS)

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Introduction

The Martini Hospital (MZH) and the University Medical Center Groningen (UMCG) from the Netherlands joined forces and developed and tested the educational program: **'SUITS'**, *Speak-Up in Interprofessional Teams Strategy*. The main goal is to strengthen efficient and safe behaviors in speaking-up in teams.

Descriptions

According to the World Health Organization (WHO) on average, an estimated one in 10 patients is subject to an adverse event while receiving hospital care in high-income countries. Despite differences between countries and hospitals, generally patient care is complex and making errors is Human. To this 'speak-up behavior' ('SUB') seems a key success factor, for example in preventing and mitigating potentially unsafe events which may harm patients. In hospital practice it seems hard to show efficient and safe behaviors in speaking up. To this several mechanisms/antecedents play an inhibiting role. Some of them in general contribute to negative attitudes towards SUB. As a result this may lead to avoidance behaviors, such as silencing.

SUITS is enveloped by a pre-post-test to assess the effects on outcome measures related to speak-up on patient safety concerns (SUC-safe) and unprofessional behavior (SUC-prof). SUB. For example self-efficacy and social network formation where used as variables related to speaking-up.

SUITS starts with an e-learning module on SUB and is followed by a simulation session to practice and debrief on SUB. To transfer and guide learning processes in SUB in teams in daily practice, team coaching is carried out and facilitated by specially trained peers. A core activity is to debrief and reinforce positive behaviors in SUB from 3 roles: actor, receiver and bystander. Thereby team and medical leaders are coached in behaviors to stimulate and support SUB in teams.

Discussion

SUITS is comprised of multifaceted educational methods to reinforce efficient and safe behaviors in SUB. Especially knowledge from social psychology is incorporated. Our approach is fundamentally based on shared health governance (SHG). The medical- and nursing board have a leading role to empower

organizational policies and colleagues in efficient and safe behaviors in speaking-up. Evaluations/results are available at SESAM-congress.

Conclusion

Multifaceted educational methods and pre-/post testing is carried out to strengthen SUB in teams and support the development of SUITS. Thereby SHG is used as strategy for hospital policies and empowerment of healthcare staff in SUB. By doing so we expect to guide healthcare staff to higher levels of team performance in speaking-up in order to strengthen patient safety.

Keywords

Human Factors, Interprofessional healthcare teams; education & reserach; psychology

References/Acknowledgements

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