STUDY EXPLORING HOW HOSPITALS CAN SUPPORT SPEAKING UP TO REDUCE ERROR AND ENHANCE SAFETY

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Can you recall how you felt when you spoke up?
Background Information

• Preventable errors occur regularly

• Causes of death in the US
  • Heart Disease
  • Cancer
  • Medical Error

• Communication is largely linked to medical error
Methods

Quantitative

How are staff perceptions measured with questions from an Employee Engagement survey related to staff willingness to speak up?

Qualitative

How is willingness to speak up related to the nurse’s perception of:
- how quality/process focused their organization is?
- how safety focused their organization is?
- staff-physician relationships?
Qualitative Codes: Main Codes

- Charge and Teaching
- Non-Punitive
- Professional Integrity
- Novice/Young
- Relationships
- Positive Recognition

Parent Code for 7 sub themes
Qualitative Codes: Child Codes

Professional Integrity: Child Codes
• Common Goal
• Value Employee Voice
• Action
• Process
• Accountability
• Safety in Anonymity and Confidentiality
• Professionalism
Influence of Experiences on Speaking Up

Frequency of Safety in Anonymity and Confidentiality by Interviewee

- Interview 1: 12
- Interview 2: 3
- Interview 3: 1

Frequency of Value Employee Voice by Interviewee

- Interview 1: 8
- Interview 2: 1
- Interview 5: 5
CAN YOU RECALL HOW YOU FELT WHEN YOU *STAYED SILENT*?