



# SPEAK UP: New Graduate Nurses

Nursing Workforce Development Team

Based on the work undertaken by:

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# Expected Learning Outcomes

At the end of this session the preceptor will be able to:

- Discuss the concept of “speak up” and how it will apply to our new graduate staff
- Explore ways to support new graduates who do “speak up”

# To Err is Human

- “To Err is Human: Building a Safer Health System” – USA report (2000)

*“Each year hundreds of thousands of patients are brought to harm in the course of their healing because of fundamental problems in the **collective behaviour** of these caring professionals”,*

[http://www.nap.edu/openbook.php?record\\_id=9728&page=R1](http://www.nap.edu/openbook.php?record_id=9728&page=R1)



# Waikato Review of a Serious Event

## Event investigation:

- Incorrect Dosage of Medication administered
- NetP RN disagreed with medication calculation
- Did not question it
- Did not raise it with anyone else
- Patient was harmed

# Literature Review

Identified the need for new graduate nurses to be taught:

‘Speak up’ skills

- Similar issues have occurred in Canterbury
- Director’s of Nursing have endorsed the adoption of “speak up

# “Silence Kills” (2005)

- Study identified 7 crucial conversations that healthcare staff failed to hold

• <http://www.silenttreatmentstudy.com/silencekills/SilenceKills.pdf>

# 7 crucial conversations

1. Broken rules
2. Mistakes
3. Lack of Support
4. Incompetence
5. Poor teamwork
6. Disrespect
7. Micromanagement



# Pound (2011) – NHS Study

- Asked if health professionals had seen colleagues:
  - **50% take short cuts in practice,**
  - **8% show incompetence**
  - **43% show disrespect**
  - **31% spoke up**



# NZ - Speaking Up

- Health and Disability Commissioner:
  - *“many complaint cases someone in the health care team knew something that could have prevented harm but did not share that”*
- Health Quality and Safety Commission:
  - *publish information about the quality of health care in NZ, involves comparing health care services across the country with the rest of the world*

# The Canterbury Way

## *Our values:*

- Care and respect for others
- Integrity in all we do
- Responsibility for outcomes

## *Our focus:*

- Patient safety vision of 'zero harm' for the health system
- Do the right thing, for the right patient, in the right time

# Professional Responsibilities

- It is a professional responsibility to speak up:
  - Health Practitioners Competency Assurance Act
  - Nursing Council Code of Conduct and Professional Boundaries
  - Organisational Code of Conduct
  - NZNO Documentation Guidelines



# National strategies

- HQSC Website set up to improve the quality and safety and quality of care:

<https://www.hqsc.govt.nz/our-programmes/>

- A number of video clips on this site. Here is a sobering example:

<http://www.youtube.com/watch?v=JzlvgtPIof4>

# New Graduates: Personal Strategies

- Speak up helps you to create strategies to deal with unsafe and uncomfortable situations.

I am out of my depth

# Pause and Consider:

- Can I deal with this myself?
- Should I let someone more senior know?
- Who can I talk to for advice at this moment?
- Re-prioritise - What else can I then be doing in the meantime?
- What do I need to document?
- Who can I talk to reflect/revise/debrief what happened?



## Speak Up

**Pause and Consider:**  
what's going on here?

- Advice: can I deal with this or let someone senior know?
- Reflect and Revise: what needs to happen now?
- Re-prioritise: what else can I be doing in the interim?
- Document: your interventions and outcomes

# I feel uncomfortable or unsafe

- Communication strategies:
  - ‘I need to stop for a moment and think...’
  - ‘I am not comfortable with that so I need to stop..’
  - ‘I need you to...’
  - ‘This is unsafe..’
  - ‘I am uncertain here and I need...’

# What can we do when others speak up to us?

Acknowledge positively when someone raises a concern:

- I'm glad you have raised this
- Thank you for bringing this up
- What is your thinking of the situation?
- How can I help you with this?
- Tell me what your concern is?

# Where to from here

- This is a new concept and is being rolled out to all staff.
- Preceptor education
- Speak up, don't be afraid and understand your professional responsibility to raise concerns.

# Questions?



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