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
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

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=JzlvgtP1of4
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?
References