



## ABOUT THIS MODULE



### CHALLENGING UNSAFE BEHAVIOURS



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### What is the goal of this module?

This module aims to introduce team members to a new graded assertiveness method for raising safety concerns with colleagues, with the goal of adopting this method for use in their everyday work.

### What is the collective leadership focus of this module?

- **Shared mental models and shared understanding**
- **Cooperation and coordination between members**
- **Engagement of all team members**

### What areas of team behaviour does this module focus on?

- **Coordination and effective team working**
- **Cohesion and coordination**
- **Cross-monitoring**

### Who is this module for?

**All team members.** This module provides a standardised means of communicating about safety, which will be most effective when the entire team is familiar with its use.



### What is the patient safety impact of this module?

Good communication around safety between team members is a critical step in creating and ensuring an environment of good patient safety.<sup>1</sup> Having a standardised tool with graded steps to communicate concerns about unsafe behaviours will aid in this process.

### References

1. O'Donovan R, Ward M, De Brún A, McAuliffe E. Safety culture in health care teams: A narrative review of the literature. *J Nurs Manag.* 2019 Jul;27(5):871-883. doi: 10.1111/jonm.12740.



Co-Lead

## SESSION OUTLINE



**CHALLENGING UNSAFE BEHAVIOURS**



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### SESSION OVERVIEW

- Purpose:** This session will introduce team members to a technique that may be useful in situations where they have concerns about the safety of a procedure or intervention being put in place.
- Timing:** 60 min.
- Setup:** Information > Video x2 > Facilitated discussion > Feedback
- Outcomes:** The team will have a graded assertiveness method for communicating safety concerns with colleagues.
- Facilitators:** 1 team members to facilitate; 1 team member to act as a scribe to record ideas, discussion points, and outputs.

### ADVANCE PREPARATION

- Equipment:** Laptop/phone, internet connection, a quiet space, pen and paper.
- Materials:** Facilitator presentation  
Email OUTCOME TEMPLATE to your team members in advance.
- Room:** Zoom (Premium Account for security) or Skype
- Attendees:** All team members and available stakeholders should be invited to participate remotely via teleconference. If they are unable to attend, they may be asked to pre-submit suggestions for challenging unsafe behaviours. In such cases, session materials should be shared in advance via email.





## CHALLENGING UNSAFE BEHAVIOURS

### START OF SESSION

#### 1) Introduction (5 min.)

Welcome and re-cap on Co-Lead (aims, sharing of leadership across team, etc.), give introductions if new people in attendance and update team on goal progress.

Highlight the relevance of this topic to practice: Following this intervention, if any team member is concerned with a process or intervention taking place, they will have a technique to raise concerns with colleagues, getting more assertive if their concerns are not listened to.

The aim of this session is for the team to agree on a standard method of raising concerns within the team in order to have a graded assertiveness method for communicating safety concerns with colleagues.

#### 2) Icebreaker (5 min.)

Have each team member reflect for a minute on how they felt the last time they were not listened to. Ask each team member share in no more than once sentence how it affected them.

#### 3) YouTube video and discussion (15 min.)

As a team watch the YouTube video of Captain Martin Bromiley talking about his wife Elaine's death in surgery

<https://www.youtube.com/watch?v=JzlvgtPIof4> \*(Watch until time 10.10)

Facilitators should ask the team to reflect on the video and share their thoughts. Emphasise how this video highlights what can happen when staff are unable to raise their concerns and have them acknowledged.

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## CHALLENGING UNSAFE BEHAVIOURS

### 4) Learning about the good "CUSS" words (5 min.)

Facilitator should present the S.A.F.E. programme PowerPoint slides on CUSS words - a structured way to communicate about safety concerns. Following the presentation, watch the video on how these words might be used in practice.

[https://www.ahrq.gov/teamstepps/instructor/videos/ts\\_CUS\\_LandD/CUS\\_LandD.html](https://www.ahrq.gov/teamstepps/instructor/videos/ts_CUS_LandD/CUS_LandD.html)

### 5) Facilitated discussion (25 min.)

Facilitator should lead a group discussion and gain consensus from participants on the following questions:

1. Are the "CUSS" words (Concern, Uncomfortable, unSafe, Stop) something we can use as a team?
2. How will we ensure all team members are aware of the "CUSS" words?
3. What will happen when we use the "CUSS" words?
4. How will we encourage our team to use these "CUSS" words?

\*A co-facilitator/scribe should record the team's answers using the template provided.

### 6) Close of session (5 min.)

Give brief feedback on the session. Notes can be collected and collated by the scribe to maintain record of discussion.

