

# Speaking Up for Safety

## Implementation Guide

### Purpose of this guide

This brief guide is designed to help you understand how to implement the Speaking Up tool to support infection prevention efforts at your hospital.

### Who should use this guide

Frontline Managers, Clinical Leaders and/or Administrative Leaders, education departments, quality improvement departments.

### How to use this guide

Review this guide to understand how you can disseminate and implement the Speaking Up vignettes to personnel in your hospital.

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## Dissemination and implementation of the Speaking Up tool

### Who should the Speaking Up vignettes be disseminated to?

The vignettes can be completed by anyone, as the underlying concepts can generalize to many situations, but dissemination to personnel involved in patient care for Foley catheters and central lines (e.g., physicians, nurses, Infection Preventionists, nursing assistants, patient care assistants, PICC team members, etc.) will be most valuable.

### What do the Speaking Up vignettes teach?

There are five vignettes available. Each vignette is brief (approximately five minutes long), and employs a “choose-your-own-adventure” style scenario, in which learners walk through a scenario related to HAI prevention, and make decisions about how to respond. At the end of each vignette, a debrief is provided and mnemonics and script tools are given to help learners navigate similar situations on the job. The mnemonic and script tools have their roots in other AHRQ tools, including TeamSTEPPS® (Team Strategies and Tools to Enhance Performance and Patient Safety) and the Comprehensive Unit-based Safety Program (CUSP), but are contextualized in the vignettes for healthcare-associated infection (HAI) prevention.

- 1. Speaking Up for Sterile Technique – Nurse Perspective:** This vignette simulates an interaction between a nurse and physician involved in a central line insertion. The nurse notices that the physician has broken sterile technique and must decide how to respond. Afterwards, the learner is given information about two communication tools to help them speak up in the future: CUS and the two challenge rule.

Recommended learners: Nurses, nursing assistants, patient care assistants, PICC team members, Infection Preventionists

- 2. Speaking Up for Sterile Technique – Physician Perspective:** This vignette simulates an interaction between a physician and nurse involved in a central line insertion. The physician must decide how to respond when a nurse mentions that the physician has broken sterile technique. Afterwards, the learner is given information about two communication tools to help them be receptive to such feedback in the future: CUS and the DESC script.  
Recommended learners: Physicians, APPs, PICC team members
- 3. Speaking Up for Foley Removal – Nurse Perspective:** This vignette simulates an interaction between a nurse and physician wherein a nurse is seeking approval to remove a Foley catheter but is being challenged by the physician. Afterwards, the learner is given information about two communication tools to help them speak up in the future: SBAR and the DESC script.  
Recommended learners: Nurses, nursing assistants, patient care assistants, Infection Preventionists
- 4. Speaking Up for Foley Removal – Physician Perspective:** This vignette simulates an interaction between a physician and a nurse regarding the removal of a Foley catheter. The physician must decide how to respond when a nurse is persistent about removing a Foley catheter that the physician does not want to remove. Afterwards, the learner is given information about a communication tool to help them in similar situations in the future: the DESC script.  
Recommended learners: Physicians, APPs
- 5. Psychological Safety for Safe Hospital Systems – Physician Perspective:** This vignette simulates an interaction between a nurse and physician regarding hand hygiene. The physician must decide how to respond when a nurse mentions that the physician did not perform hand hygiene. Afterwards, the learner is given information about how to develop psychological safety so that team members feel comfortable speaking up.  
Recommended learners: Physicians, APPs

### **How do the Speaking Up vignettes work?**

The vignettes are designed for independent learning, and can be shared with learners who can access and use them at any time and place. Leaders may choose to require personnel to complete the vignettes within a designated time frame, or simply make them available as an optional resource. Leaders can also consider using the vignettes in meetings and trainings if desired, as a large or small group exercise. However, the vignettes are designed for fully independent learning to provide maximum flexibility for implementation and use.

### **What is needed to use the Speaking Up vignettes?**

The vignettes can be used on any computer with an internet connection. No other equipment is needed.