

SPEAKING UP FOR SAFETY

Method 1 = Assertive Statement

Get attention: Call the person by name.

Express concern: “I need clarity” or “I am concerned and uncomfortable.”

State the problem: Be brief, clear, and objective.

- State in 10 seconds or less for immediate attention; do not hint and hope.
 - » “This is a safety issue.”

Propose a solution: Use team words like “We” or “Let’s.”

- Do not ask a yes/no question. If you don’t know the solution, restate the problem while remaining within the scope of your clinical role.

Method 2 = C-U-S Statement

I am **CONCERNED**

I am **UNCOMFORTABLE**

This is a **SAFETY** issue



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Chain of Command (Policy 200-109)

- Discuss the safety concern with the provider and/or staff member
- Notify your manager or supervisor
- For weekends and nights, notify nurse supervisor who may contact senior leadership
- Speak up until the safety issue is resolved
- Complete a report in McLaren Safety First portal

For assistance with safety concerns, contact:

Clinical Risk & Patient Safety
Phone: (517) 975-7714