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SPEAKING UP KEEPS US SAFE



LM^P LABOR MANAGEMENT
PARTNERSHIP

Everyone wants the freedom to speak up and be heard at work. That makes Kaiser Permanente better—and safer—for ourselves and our patients.

This month, UBT Health and Safety Champions are asked to remind their team members that we have a better chance of acting on errors and mistakes when we create a work environment where everyone is free to speak.

What can champions do?



Introduce this month's theme of speaking up in your UBT meeting and huddles.



Encourage each team member to start at least one safety conversation each week this month. Here are some examples:

- + Point out safety hazards you see to your supervisor and coworkers, such as trip hazards or heavy lifting.
- + Ask about reasons for unsafe behaviors, such as time pressures, and how to address those reasons.
- + Discuss ways to ask for help when you need it, and ensure someone is able to give it.



Share some important information about what happens when workers feel free to speak:

- + Work units with good “speaking up environments” have 51% fewer injuries at work, 4% higher patient satisfaction scores, and 60% fewer patient falls, and 41% fewer lost work days.
- + Poor communication is blamed in two-thirds of medication errors nationwide



Post a “Free to Speak” poster in your break room or near your workspace.

“Build a workplace where it's safe to speak up, and it will also be a safer place to work. That is something worth championing.”

