Starter Activity

Open link and start at 11 seconds...

https://www.youtube.com/watch?v=vJG698U2Mvo

Split into 2 groups and watch the following video with your specific instruction in mind
What did you find?
Speak Up!
The Role of the Outside Observers
Session Aim

Gain an initial understanding into the role that you as medical students have in keeping patients safe

Learning Objectives

1. Recognise the importance of patient safety and reporting

2. Explore the reasons behind why students may not raise concerns

3. Reflect on the role of medical students as outside observers

4. Demonstrate raising concerns using the PACE tool
Session Aim
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Activity 1

Patient Safety Quiz
How many patient safety incidents were reported between October to December 2017 in England?

A) 500,000
B) 50,000
C) 14,000
D) 7,000
According to the World Health Organization in high-income countries...

How many patients are harmed while receiving hospital care?

A) 1 in 100
B) 1 in 10
C) 1 in 50
D) 1 in 5
How many potentially avoidable patient safety events happen each year?

A) 300,000
B) 50,000
C) 10,000
D) 400,000
How many preventable deaths happen each year within the NHS?

A) 34,000  
B) 15,000  
C) 46,000  
D) 18,000
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Who noticed my mistake?
Group Discussion

Why do people not speak up?
<table>
<thead>
<tr>
<th>Why do people not speak up?</th>
<th>Fear</th>
<th>Hierarchy</th>
<th>Self-doubt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymity</td>
<td></td>
<td>Sense of Duty</td>
<td>Don’t Know How</td>
</tr>
</tbody>
</table>
Other Factors

Bystander Apathy

Command Gradient
Bystander Apathy

“Everybody and Nobody”

• This is a little story about four people names Everybody, Somebody, Anybody, and Nobody.
• There was an important job to be done and Everybody was sure that Somebody would do it.
• Anybody could have done it, but Nobody did it.
• Somebody got angry about that because it was Everybody’s job.
• Everybody thought that Anybody could do it, but Nobody realised that Everybody wouldn’t do it.
• It ended up that Everybody blamed somebody when Nobody did what Anybody could have done.
Command Gradient

- An actual or perceived difference in rank that inhibits communication, disrupts the joint-mental-model and can lead to serious consequences.
- Origins in aviation industry.
- Occurs in emergency, high risk situations.
- People far less likely to challenge or speak freely when in the presence of those who are more experienced.
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Activity 2

Reflect and write down a patient safety issue you have heard about or seen on placement.
Activity 3  Role-Play Scenarios
Scenario – Need 4 volunteers!
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Session Aim

Gain an initial understanding into the role that you as medical students have in keeping patients safe
PACE

Anyone heard of this before?
PACE

Utilises graded assertiveness

Mitigates against ‘Command Gradient Error’

Provides medical students with a tool to highlight concerns
PACE – What does it mean?

**Probe**

“Are we supposed to do x in that way?”

**Alert**

“I think what you are doing might be wrong, can we check the guide?”

**Challenge**

“Can we stop for a moment and reassess the situation?”

**Emergency**

“STOP what you are doing!”
Graded vs Direct Approach

- Can be used in a step-wise manner
- Can go straight to any level directly

...depending on severity and urgency of the situation
Activity 4  Implementing PACE
Patient Safety is our collective responsibility

Medical students are in a unique position to see the bigger picture and raise concerns

Speaking up can save lives
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References

https://www.youtube.com/watch?v=vJG698U2Mvo
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