

# Speak Up Toolkit 2022

## Patient Safety Awareness

*Your guide to raising awareness  
among staff, patients, and families*



*Patient Safety is Everyone's Responsibility*

Speaking up is one of the first steps to strengthening not only relationships with your patients and caregivers, but also for your workforce safety program and safety culture of your organization. Learn more about how you and your patients can become more active in their care and culture.

**Speak Up™** – The goal of the Joint Commission’s Speak Up™ patient safety program is to help patients and their advocates become active in their care. Use these images, messages, and links in your public social media and internal staff education.



Message 1: Not sure how to be more active in your care? Remember Speak Up™. Learn more at [jointcommission.org](http://jointcommission.org)  
 #PatientSafetyAwareness  
 #UnitedForPatientSafety

[Click to download image](#)

Message 2: You are an important part of infection prevention! Learn how you can stay safe while receiving care at [APIC.org/Infection Prevention & You](http://APIC.org/Infection Prevention & You). #PatientSafetyAwareness  
 #UnitedForPatientSafety

Message 3: Ask Me 3® encourages patients and families to ask three questions of their providers to better understand their health conditions and what they need to do to stay healthy:  
 What is my main problem?  
 What do I need to do? Why is it important for me to do this?

Learn more at [Ask Me 3 Good Questions for Your Good Health](#).  
 #PatientSafetyAwareness  
 #UnitedForPatientSafety

Message 4: Speaking up matters when you are talking about end-of-life care. Use this tool to help with making this conversation an easier one to have:  
[Conversation Project-Conversation Starter Kit-English](#)  
[NEW Conversation Project-Conversation Starter Kit-Spanish](#)  
[NEW Conversation Project-Conversation Starter Kit-Chinese](#)

**Speak Up™ About Your Care**

- Speak up...**
  - If you don't understand something or if something doesn't seem right.
  - If you speak or read another language and would like an interpreter or translated materials.
  - If you need medical forms explained.
  - If you think you're being confused with another patient.
  - If you don't recognize a medicine or think you're about to get the wrong medicine.
  - If you are not getting your medicine or treatment when you should.
  - About your allergies and reactions you've had to medicines.
- Pay attention...**
  - Check identification (ID) badges worn by doctors, nurses and other staff.
  - Check the ID badge of anyone who asks to take your newborn baby.
  - Don't be afraid to remind doctors and nurses to wash their hands.
- Educate yourself...**
  - So you can make well-informed decisions about your care.
  - Ask doctors and nurses about their training and experience treating your condition.
  - Ask for written information about your condition.
  - Find out how long treatment should last, and how you should feel during treatment.
  - Ask for instructions on how to use your medical equipment.
- Advocates (family members and friends) can help...**
  - Give advice and support – but they should respect your decisions about the care you want.
  - Ask questions, and write down important information and instructions for you.
  - Make sure you get the correct medicines and treatments.
  - Go over the consent form, so you all understand it.
  - Get instructions for follow-up care, and find out who to call if your condition gets worse.
- Know about your new medicine...**
  - Find out how it will help.
  - Ask for information about it, including brand and generic names.
  - Ask about side effects.
  - Find out if it is safe to take with your other medicines and vitamins.
  - Ask for a printed prescription if you can't read the handwriting.
  - Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
  - Ask how long it will take the TV to run out.
- Use a quality health care organization that...**
  - Has experience taking care of people with your condition.
  - Your doctor believes has the best care for your condition.
  - Is accredited, meaning it meets certain quality standards.
  - Has a culture that values safety and quality, and works every day to improve care.
- Participate in all decisions about your care...**
  - Discuss each step of your care with your doctor.
  - Don't be afraid to get a second or third opinion.
  - Share your up-to-date list of medicines and vitamins with doctors and nurses.
  - Share copies of your medical records with your health care team.

The goal of Speak Up™ is to help patients and their advocates become active in their care. Speak Up™ materials are intended for the public and have been prepared in a simplified, easy-to-read format to reach a wider audience. They are not meant to be comprehensive statements of standards, interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practice or clinical practice guidelines. This text should be reviewed using the context of Speak Up™ materials. Speak Up™ materials are available in all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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- Message 5: Staff willingness to speak up when they are concerned about unsafe behaviors and conditions is a hallmark of safety culture. This website links to videos that use vignettes to demonstrate challenges to speaking up in healthcare, ways open communication can prevent errors, strategies to raise concerns on the frontline, and benefits of using checklists to support conversation. Visit the [AHRQ website](#) to learn more.
- Message 6: Many staff members think that robust safety cultures are so common in healthcare organizations today, everyone is comfortable pointing out missteps and discrepancies to their colleagues and even getting better at bringing them to the attention of their supervisors. But that is not always the case. [This webcast](#) provides information on why this practice is not more common and how to speak up for safety.

## Resource Links

A variety of resources are available to support your Speak Up™ campaign. Check out the websites below for information and tools and use the video links in your education and social media. We have also included printable IHA table tent and crib card files, as well as a pull up banner that you can order.

[www.jointcommission.org/speakup.aspx](http://www.jointcommission.org/speakup.aspx)

[www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx](http://www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx)

[www.youtube.com/watch?v=phk75VYszFk](http://www.youtube.com/watch?v=phk75VYszFk)

[NEW Infection Prevention and You](#)

## Printable Resources

### [Speak Up Table Tent](#)

Click on the link above to download a PDF of the table tent. The table tent should be printed on 8 ½ X 11" white card stock and then folded into thirds and taped on the seam. You can leave the ¼" margin or trim if desired.

[NEW Infection Prevention and You](#)

[NEW www.jointcommission.org/speakup.aspx](http://www.jointcommission.org/speakup.aspx)