

Why Don't We Speak Up?

The Impact on Patient Safety

Program Overview

This presentation will occur in three parts. The first part will offer clinical examples where the failure to speak up and draw attention to various system failures contributes to unfortunate results, e.g., especially harm-causing errors, as well as work environments marked by poor morale. The second part will explore reasons why health professionals and student health professionals often resist speaking up. In addition to fear of retribution, attention will be called to the ways that people rationalize or excuse their failure to call attention to underlying system failures. The presentation will conclude with a host of recommendations where health care organizations can cultivate an environment that promotes constructive comment and action plans aimed at system improvement.

Program Objectives

At the completion of this program, the participants will be able to:

1. Explain the importance of speaking up
2. List organizational factors that hinder or facilitate speaking up
3. Describe helpful strategies to use in remediating employees' problematic behaviors
4. Discuss helpful phrases to use in any difficult conversation bearing on another person's problem behaviors

About the Speaker

Dr. John Banja is a professor in the Department of Rehabilitation Medicine and a medical ethicist at the Center for Ethics at Emory University. He also directs the Section on Ethics for the Atlanta Clinical and Translational Science Institute at Emory. Dr. Banja has conducted research and educational projects with numerous federal and private organizations. He currently serves as the editor of the American Journal of Bioethics-Neuroscience. His research interests include patient safety, neuroethics and ethical dilemmas occurring in clinical and translational research. His most recent book, *Medical Errors and Medical Narcissism*, was published in 2005. John has no real or perceived conflicts of interest that relate to this presentation.

Who Should Attend

This session is recommended for all healthcare personnel.



WEBINAR

DATE/TIME

Thursday
August 4, 2016
10:00 AM - 11:30 AM

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NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$175

Webinar connection & CD recording of
the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of
the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration.
Multiple participants can view the webinar. Payment must be received
before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
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