

# Pursuing a Safety Culture: Psychological Safety, Clinical Care and Teamwork

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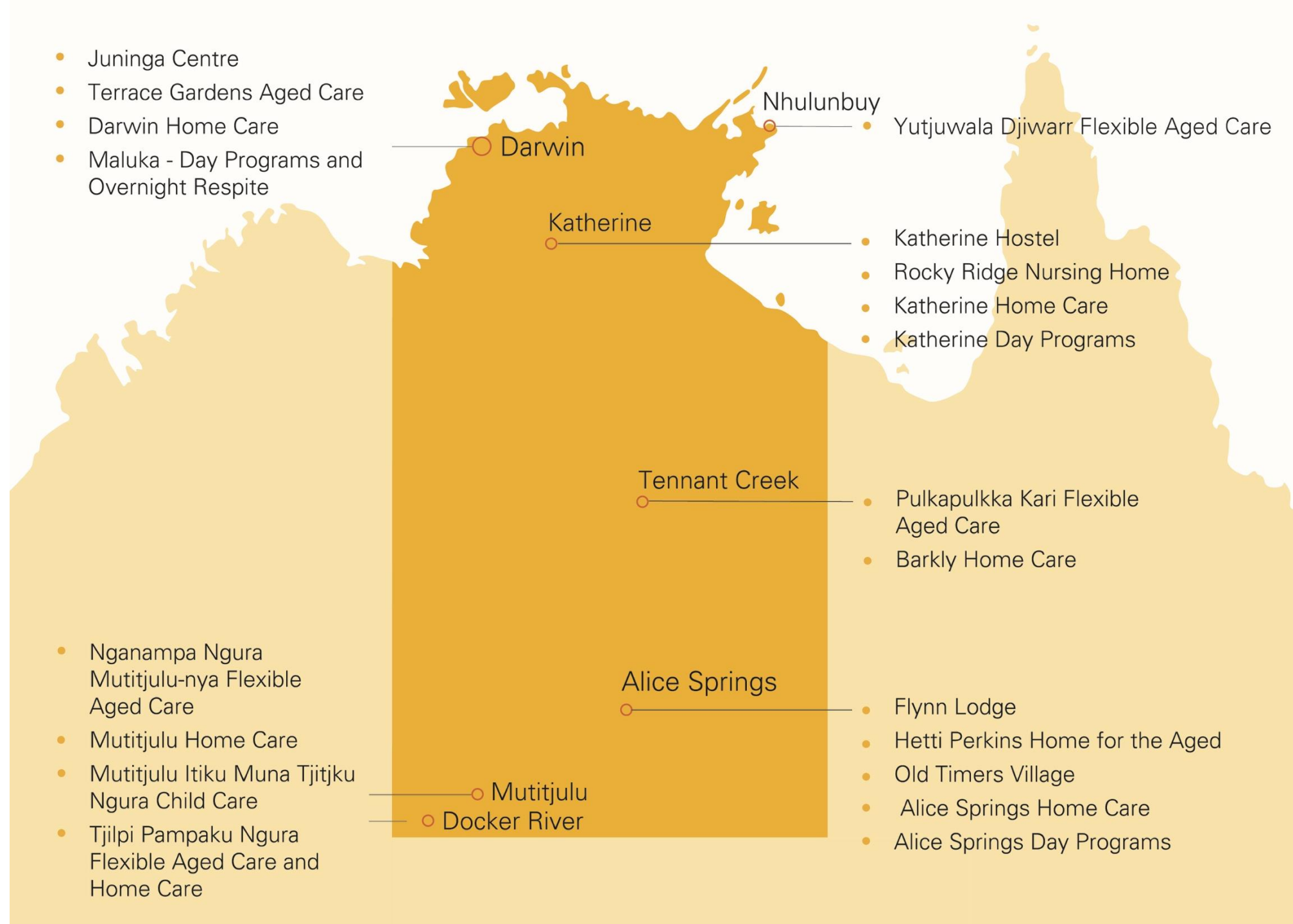
Proudly part of



*I begin today by acknowledging the Traditional Owners of the land on which we meet today, the Wurundjeri Woi Wurrung and pay my respects to Elders past, present and future.*

*I acknowledge with gratitude that we share this land, our sorrow for the costs of that sharing and our hope that we can move to a place of justice and partnership together.*





# What is Psychological Safety?

“A belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes and that the team is safe for interpersonal risk taking”

- Amy Edmondson







# Importance of Psychological Safety in Nursing

- Enhances consumer safety and outcomes
- Reduces errors and adverse events
- Promotes a supportive work environment
- Improves job satisfaction and retention

# Key Elements of Psychological Safety

- Open communication and transparency
- Mutual respect and teamwork
- Continuous learning and improvement
- Accountability at all levels





# The Role of the Nurse in team Psychological Safety

- Leading by example
- Encouraging reporting of safety concerns without fear of blame
- Providing resources and support for safety initiatives
- Fostering a culture of continuous improvement





# The ARRCS Experience

# Engaging with our teams

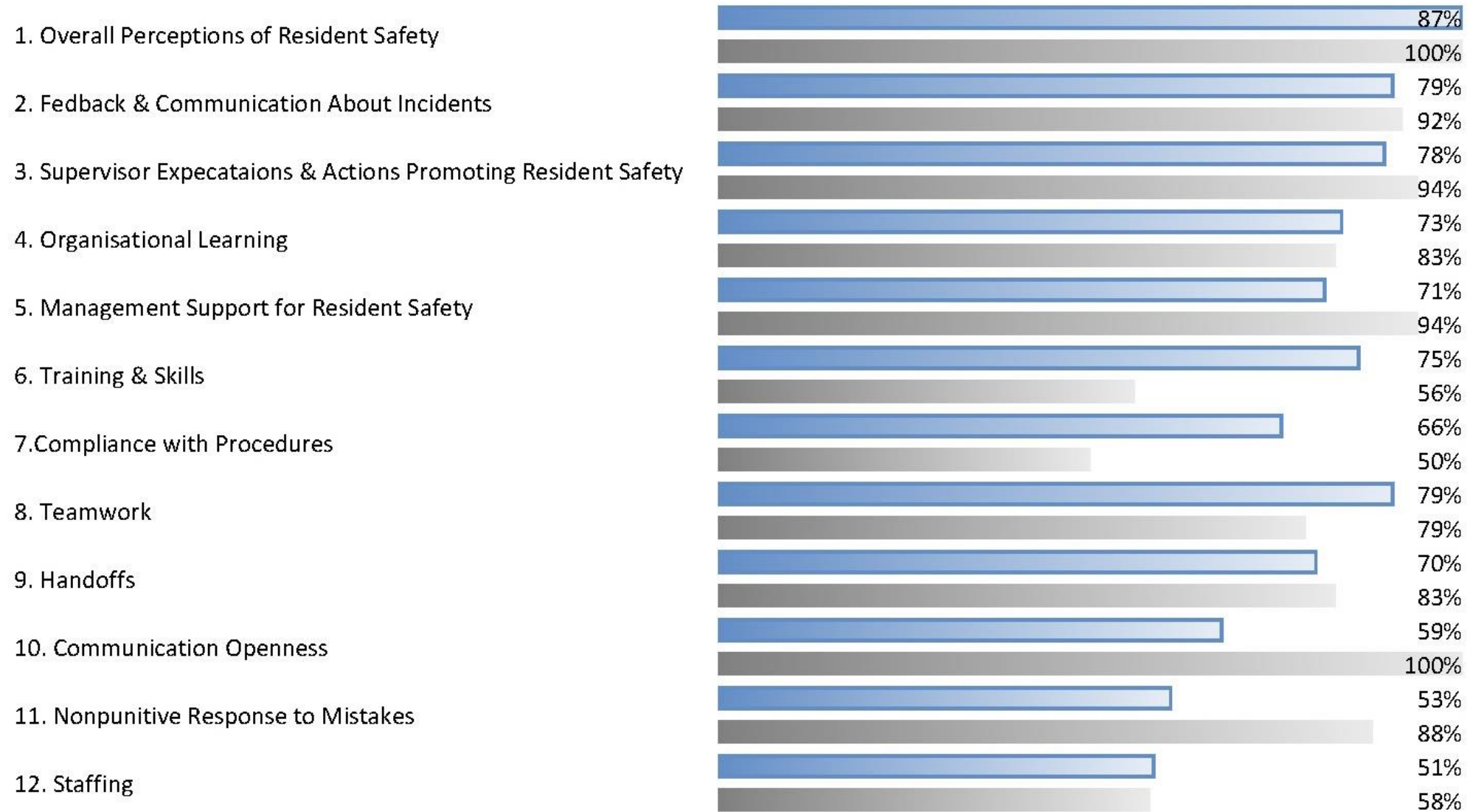
Awareness and  
education





## Patient Safety Culture Composite Measures % Positive Response

11

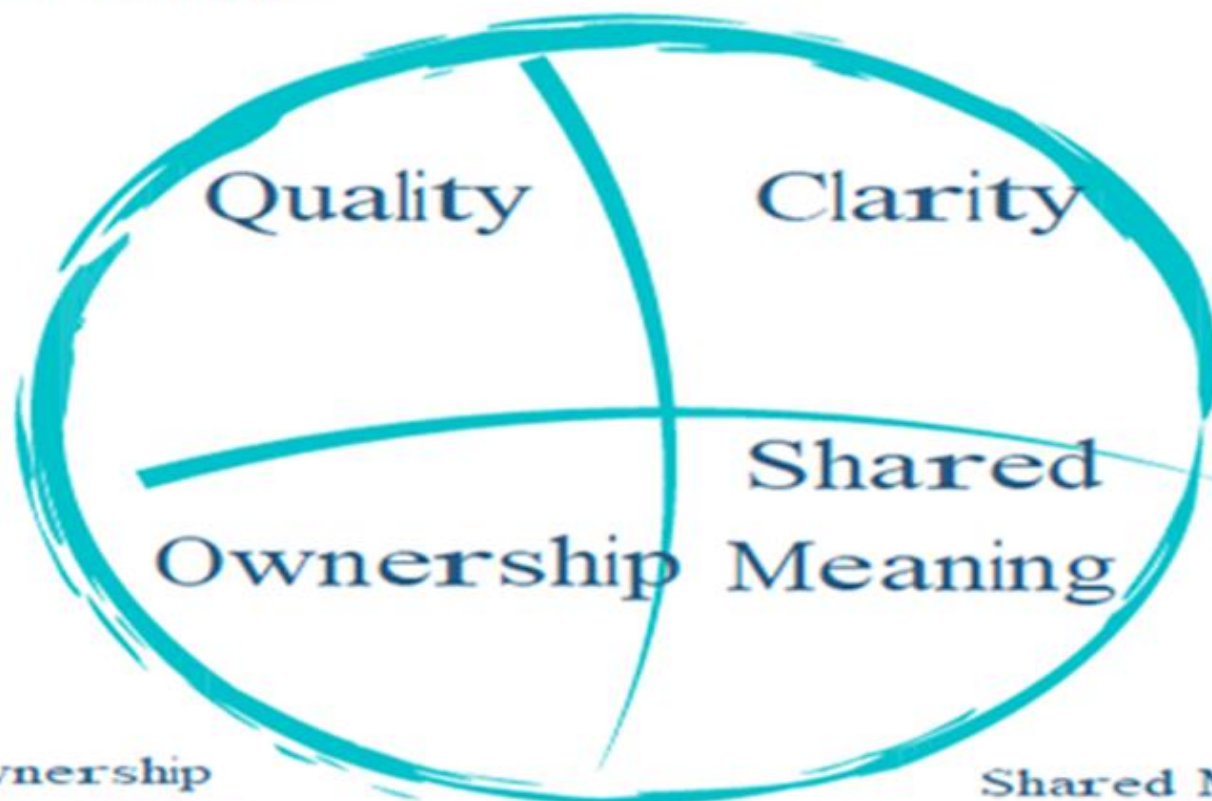


Quality

Is my language empowering  
respectful and inclusive?  
Or is it racist, sexist,  
blaming and shaming?

Clarity

Am I being clear in my  
verbal and non-verbal  
language?



Ownership

Am I owning my own  
language by using "I"  
statements?

Shared Meaning

Am I saying things in a way  
the listener understands?



# Challenges and Solutions

- Common Challenges
- Strategies to overcome the challenges
- Importance of resilience and adaptability

# Measuring Success

- Key performance Indicators for safety culture
- Methods for tracking and evaluating progress
- Continuous feedback and improvement cycles



# How can I pursue psychological safety in my team?

- Practice using The Language of Safety
- Share what you have learnt today at your next team meeting
- Ice breakers at handover
- Introduce post incident huddles (and listen!)
- Praise and encourage your team members who speak up and report

# Where to from here?

A photograph of a person rock climbing a steep, jagged mountain peak. The climber is wearing a red shirt and a helmet. In the background, there is a lake and more mountains under a cloudy sky. A large orange curved line separates the text from the image.

WITH THE RIGHT ATTITUDE,  
EFFORT AND TEAM WORK EVERY  
MOUNTAIN CAN BE CLIMBED  
AND EVERY SUMMIT REACHED

- BILLY FUNK



# Questions?

