

## The WPSC is ready to launch the WPSC Speak-Up! Award

### What is it?

The Washington Patient Safety Coalition Speak-Up! Award is a statewide recognition program designed to celebrate the efforts of individuals or teams in Washington State who demonstrate a commitment to keeping patients and staff safe by speaking up and voicing their concerns to promote health care safety and reduce harm.

Speaking up is a strong indicator of a culture of safety and being nominated for this award indicates that nominees did the right thing for the safety of patients and staff. Their actions serve as a model to others. The award is a tool to support efforts to eliminate preventable harm caused by miscommunication and non-communication.

We are basing our award on a similar program run by the MHA Keystone Center in Michigan. It demonstrated there was an improvement in culture survey results across a 2-year period coinciding with the launch and sustainment of their award program. Additionally, results from a cost-savings analysis applied to the program suggest that *each instance* of speaking up by staff saves patients, families, and health care organizations an average of more than \$13,000.

### How the WPSC Speak-UP! Award will work

#### Nominations

- The WPSC Speak-Up! Award is open to individuals and teams from Washington healthcare organizations from any healthcare organization such as hospitals, pharmacies, skilled nursing facilities, clinics and physician offices to name some examples.
- All nominations are submitted through an on-line form (in development).
- You can nominate the same individual or team multiple times, but it must be for a different event.
- There will be a limit of one award finalist per facility, per award cycle. All organizations and staff are still encouraged to nominate as many individuals as they would like, however, only one nominee will move into the finalist pool per award cycle.

#### Proposed award deadlines for 2022

- Nominations due: May 31, Finalist notified: July 8
- Nominations due: August 12, Finalist notified: September 9

#### Evaluation process

All nominations will be reviewed by the Psychological Safety Workgroup committee composed of patient safety and quality improvement leaders and patient advocates. Criteria includes completeness of the nomination form, the nature of the event, the impact of the prevented adverse event or error, and transparency and communication. Specific criteria

#### Award Presentation

Awards are given twice a year. All nominees are congratulated and receive recognition through the WPSC's website and patient safety newsletter. Finalists and award winners will receive recognition at the annual NW Patient Safety Conference. Award recipients will receive free registration to the conference. If approved by the awardee's organization, the WPSC will arrange for an onsite recognition event.