



## Service Priorities and Programmes Electronic Presentations

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### **New Speak Up Tool to Promote Team Communication in Patient Safety and CRM Training**

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#### **Keywords:**

Speak Up Culture  
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#### **Introduction**

Good team communication is one of the keys to promote patient safety. Apart from the well-known check list and time out in surgical and procedural safety, WHO advocates several communication tools like SBAR, call out, check back and graded assertiveness to enhance team communication. While the two challenge rule in graded assertiveness was used to promote patient safety in Western societies, direct verbal challenges may create negative emotional response or even block patient safety messages in Chinese culture.

#### **Objectives**

1) PQRST is a standardized clinical communication tool innovated and advocated to improve speak up culture in NTEC 2) The second goal is to align Speak up tool (PQRST) with local communication training in NTEC to further enhance team communication in medication, surgical and procedural safety.

#### **Methodology**

Since Nov 2012, a work group of 7 Chinese clinicians was formed and synthesized and innovated the Speak up tool concepts PQRST by e-mail communication and over a 3-hour meeting. The mnemonic stands for P – address the person by name & rank, Q – raise a question, R – give a reason S – repeat verbal alert a second time if message not got across, T – call a third party to remind on safety issue. PQRST tool was shared and improved with feedbacks received from NTEC clinical and managerial staff during eight 2-hr interactive workshops (n=222, doctor to nurse ratio 1:5) on teamwork communication and speak up for patient safety. One in situ workshop was delivered to a NTEC surgical department.

#### **Result**

In April 2014 workshop evaluation with 38 participants, feedback response was 82%. In ascending scale of 1-4, evaluation results showed achievement of objectives 3.7, appropriate rundown 3.6, contents useful 3.7, contents understood 3.8, presentation satisfactory 3.7, AV aids useful and informative 3.8, venue satisfactory 3.4. Most participants expressed appreciation towards the new speak up PQRST tool applicable in daily practice. Many requested to run workshops for both message sender and receiver (surgeon) in surgical settings.

As from June 2014 to March 2017, the new PQRST Speak Up tool for doctors and nurses was refined and shared as one of the eight CRM teamwork communication tools in NTEC attended by 35 CRM instructors and 34 classes of 440 clinicians from various specialties covering

AED, ICU, Anaes, O&G, OT, Medical, Surgical, O&T, Radiology, Oncol, P&AM, FM and COST.