

Raising a Concern

Nursing

Graded assertiveness, and what to do when the first attempt does not work.

Escalate the language step by step until the concern is heard and acted on.

Graded assertiveness • CUS

State the observation plainly

I am Concerned about this

I am Uncomfortable with this

This is a Safety issue — we need to stop

If unresolved, go to the next person up

Record what you said, to whom, and when

Principles

Concerns about patient safety are always raised

Raise early, when it is still a small problem

Focus on the patient, not on the personality

Use the local escalation route in order

Keep your own contemporaneous note

Seek support from your union or professional body

Educational reference. Protections for raising concerns differ by country and employer. Use your local speaking-up route and take