



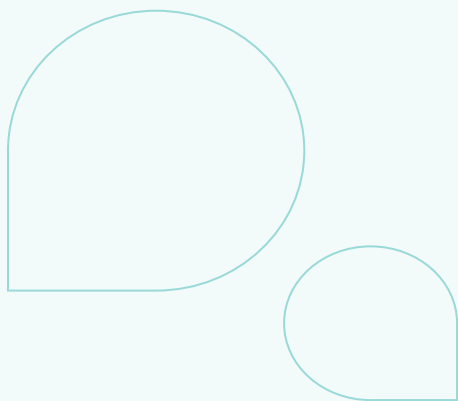


## Step 1

# Feeling safe to talk about safety

Not everyone will feel comfortable to talk about safety. If you or a loved one has experienced harm as a result of healthcare you received in the past, you may be hesitant or uncomfortable to share how you feel openly and honestly due to fear of being further judged, discriminated against, not listened to, or reprimanded.

Before safety conversations



## Step 3

### Listen

An important part of safety conversations involves listening to what is said. During safety conversations, you can ask those providing care to learn from you or your loved one and acknowledge your role as experts in your care. You are an extra set of eyes and ears that should be integrated into care. You know your symptoms and your responses to treatments better than anyone else. You are highly invested in your own well-being and outcomes. You are always present in your own care and you are the first to know or feel when a symptom changes or you experience treatment impacts. You are an **important member** of the team.

<sup>1</sup>Throughout this document we'll use the term 'patients' inclusively to refer to people receiving care in any setting, including residents and

## Step 4

### Act

After safety conversations happen, ask healthcare providers to:

- Work with you to identify and implement solutions for safety concerns you have discussed
- Provide you with information so you can anticipate what is coming, assess risks and benefits and make informed healthcare decisions
- Outline specific steps that will be taken so you know what to expect and when
- Loop back to you to share how your concerns were addressed
- Communicate and agree on care plans in advance so you have time to plan and prepare

