

1. Which of the following are important elements to assist with speaking up?

Choose the **BEST** response.

- a. Hinting and hoping.
- b. Not being too assertive.
- c. Notifying the person you are speaking up to that you will escalate your concerns.
- d. Recognizing when someone is using CUS.

The correct answer is D. It is an important skill to recognize when someone is trying to speak up to you. This is where critical language such as CUS can be helpful to alert the receiver about what is happening.

2. You are the staff emergency physician on duty when EMS patches about an incoming trauma patient. You are working with two postgraduate trainees and nurses that you have not worked with before. You want to prepare your team for the incoming trauma and optimize teamwork.

In this situation, which of the following statements **BEST** supports patient safety?

- a. Ask the junior residents to stay out of the way in this case.
- b. Hold a huddle before the patient arrives to discuss individual roles and encourage team members to speak up if they see something they question.
- c. Remind your team about the hospital policies related to X-rays in the emergency department.
- d. Tell people to be on their toes and ask everyone to take their breaks now, since this case may require prolonged attention.

The correct answer is B. Huddles help to foster team situational awareness and break down communication barriers.

3. You are a staff surgeon in the middle of a hysterectomy. Your assistant is a first-year surgery resident. You are about to divide the ovarian blood supply when the resident speaks up, as they are worried about the location of the ureter.

Which of the following statements **BEST** reflects use of a standardized communication tool demonstrating effective speaking up by the resident?

- a. "Do you know who is on call today for urology?"
- b. "Have you ever had a complication doing this surgery?"
- c. "I am concerned about the location of the ureter."
- d. Remaining quiet since the surgeon has to concentrate at this difficult step in the operation.

The correct answer is C. This is the "C" for "concerned" in the CUS approach to graded assertiveness.

4. Which of the following actions does **NOT** support a speaking up culture?

- a. Active listening.
- b. Escalating concerns if necessary.
- c. Adhering to the hierarchy of the team.
- d. Reacting positively (i.e. thanking) even if the person speaking up is wrong.

The correct answer is C. Adhering to hierarchy is NOT a component of a speaking up culture. Strict hierarchy limits psychological safety within the team.

5. As the obstetrician on call you are called urgently into a labour and delivery room for a severely hypertensive patient. You reach for IV labetalol, but in your rush you pick up ergotamine. As you break the vial to draw it up, the midwife in the room taps you on the shoulder and indicates that you may have drawn up the incorrect medication.

Which of the following communication behaviours **BEST** exemplifies the midwife's reaction?

- a. Hinting and hoping
- b. Cross-monitoring
- c. Escalating concerns
- d. Briefing

The correct answer is B. The midwife has noticed that the wrong drug was drawn up and is taking steps to correct it.