

crucial
conversations®

Silence Kills

The Seven Crucial Conversations for Healthcare

Speak up to Prevent Medical Mistakes and **Save Lives**

“Silence Kills” reviews seven categories of conversations that are **essential for people in healthcare** to master:

- ⇒ Broken rules
- ⇒ Mistakes
- ⇒ Lack of support
- ⇒ Incompetence
- ⇒ Poor teamwork
- ⇒ Disrespect
- ⇒ Micromanagement

Every year, 195,000 people die in U.S. hospitals because of medical mistakes. Often, well-intentioned professionals in healthcare organizations choose not to speak up when they're concerned with the behavior, decisions, or actions of a colleague.

The study, *Silence Kills: The Seven Crucial Conversations for Healthcare*, conducted by VitalSmarts in conjunction with the American Association of Critical-Care Nurses, links people's ability to discuss emotionally and politically risky topics in a healthcare setting with key results such as:

- Patient safety
- Quality of care
- Nursing turnover

The study suggests that creating a culture where healthcare workers speak up before problems occur is a vital part of saving lives. Learn to step up to these seven crucial conversations and drastically transform your healthcare organization.

Contact us to **book this speech today!**

In this engaging presentation, you'll learn to speak up skillfully and respectfully when it matters most, and in so doing will decrease medical errors, improve patient satisfaction, and save lives.

Length: 1 to 3 hours

Audience: Healthcare Professionals



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