Hello from PIA SAFE!

We have officially completed our first training cohort and after an engaging retreat I am excited to continue the development, education, and skills of our PIA SAFE Champions so they can best serve our teams!

However, PIA SAFE is so much more than just our champions! It takes education and engagement from us ALL to foster a safe culture!

Moving forward I will be sending out a bimonthly newsletter with updates about the program, educational content and tips, as well as hosting a quarterly speaker series open to all.

Our champions will continue to be engaged in innovative training to serve as exceptional resources and allies for all members of our teams.

I am thrilled to announce we have added many new PIA SAFE Champions to our group! On Saturday, April 22nd from 8a-12p we will be repeating the initial retreat for our new members and those who could not make it last time!

It is not too late to join the team! All are welcome and encouraged to join our PIA SAFE team and receive this valuable and critical training!

I am so glad you are all here and thank you for all you do for our culture and teams!

Do you know someone interested in joining the PIA SAFE team? Refer them to the PIA SAFE website for all the info they need to learn more and become a champion!

https://anesthesiology.wustl.edu/our-culture/piasafe/
Comfort level in being an upstander

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<thead>
<tr>
<th>Comfort Level</th>
<th>Pre PIA SAFE</th>
<th>Post PIA SAFE</th>
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<tbody>
<tr>
<td>Extremely uncomfortable</td>
<td>17%</td>
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<tr>
<td>Somewhat uncomfortable</td>
<td>25%</td>
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<td>Extremely comfortable</td>
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Comfort level in delivering feedback

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<tr>
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When should I reach out to a PIA SAFE champion?

PIA SAFE champions are trained to help guide you to the support and resources that you need. They are trained to help step-in when you need support, listen, provide constructive feedback, facilitate conflict mediation and escalate issues if necessary. No matter where in the department you work, we have the resources and champions available to help you work towards a place of psychological safety!

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Finding your upstander voice

Being an upstander means embracing responsibility for the wellbeing of those around us! It is having the courage to take action to make our community and teams safer!

Speaking up is as much of a choice as staying silent!

Ways to be an Upstander:

NOTICE a situation is occurring or developing

INTERPRET if a situation warrants intervention

TAKE RESPONSIBILITY for being the one to help

TAKE ACTION to help intervene!

Some ways you can find your upstander voice:

That would make me really upset/angry/sad if you said that to me.

That is not my experience with her/him and their skillset.

I am not comfortable with the conversation that is happening now.

The way you are speaking right now is hard for me to hear.

What did you mean by that?

I don’t think your words are having the (constructive, nurturing) effect you intend.

This conversation is making me uncomfortable.

I don’t think we/you are fostering a respectful and safe space right now.

Here is an example of how to use these statements!

I am not comfortable with the conversation that is happening. I don’t think your words are having the effect you intend. I am concerned that your words and actions are affecting the safety of this room. I am happy to talk to you more about it later, but for now I think we should take a pause and focus on patient care/our task at hand.

Escalation help plan:

If you are not comfortable intervening, get help from a colleague who is better suited to intervene! Call an attending, a pod leader, a PI, a PIA Safe champion, a manager or supervisor or more senior person if you need help! You are never alone!

Report the incident to SAFE or to a PIA SAFE Champion.

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Circle back conversations:
- I can’t stop thinking about something you said
- I value our relationship so I need to talk to you about something
- I wanted to share how I felt about (a situation) because I care deeply about our relationship.
- I don’t think you meant anything by that, but....
- I wanted to share with you that when you (Behavior), I felt (emotion). Can we talk more about that situation when the time is right for you?
- From my perspective (insert your perspective using I statements). Was that your intent? I would love to hear more from your end

What can you say if YOU are the one who causes the “ouch”
- I’m sorry for how I reacted and spoke. I want to take accountability for my actions and words that have hurt you. I would like to talk more about it when you are ready.
- I am sensing that there is some tension with us right now and I would really appreciate it if we could talk about it when you are ready.
- Please let me know what I could have done differently. Your feeling (anger, frustration, disappointment, etc.) is valid.
- Discuss ways that you will move forward to repair trust and heal

Questions? Comments? Great ideas for PIA SAFE training? Send them my way! Do you know someone who would be a great PIA SAFE champion! It's never too late to join the team!
Thanks for all you do!
Erin