

# 12 TIPS TO CREATE SAFER SPACES IN HEALTHCARE

Care is more than treatment—it's how we treat each other. Help us put a stop to workplace violence in healthcare.

## 1. **Communicate Respectfully**

Always address healthcare workers with courtesy and respect, even when frustrated or disagreeing with a treatment plan.

## 2. **Express Concerns Calmly**

Voice complaints or concerns clearly and calmly to the appropriate staff member.

## 3. **Follow Facility Policies**

Respect hospital rules regarding visiting hours, appointment times, and behavior expectations.

## 4. **Report Concerning Behavior**

Notify staff immediately if you witness inappropriate behavior from another patient or visitor.

## 5. **Advocate for a Positive Environment**

Encourage and support a respectful atmosphere within the healthcare facility.

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**6. Understand the Impact of Your Behavior**

Recognize that yelling, threats, or physical aggression can distress healthcare workers and disrupt their ability to provide quality care.

**7. Listen Actively**

Pay close attention to your healthcare provider's explanations and ask questions to ensure understanding.

**8. Prepare in Advance**

Research your upcoming procedure or test to feel informed and reduce anxiety.

**9. Speak Up for Your Needs**

Ask your healthcare provider for anything you need to feel more comfortable.

**10. Stay Calm**

Remain understanding during delays or unexpected schedule changes.

**11. Trust Your Healthcare Team**

Have confidence that your medical team is working to provide the best care possible.

**12. Seek Support When Needed**

Reach out to a mental health professional or social worker if personal challenges are affecting your behavior.



**HERSHAW RN**

**About Care Flows Both Ways**

Care Flows Both Ways is brought to you by the Maryland Patient Safety Center, funded by the State of Maryland, and developed with the Maryland Hospital Association. By encouraging patients, families, and healthcare workers to embrace kindness and mutual respect, we aim to reduce workplace violence and support the well-being of those who care for us.

Learn more at [ItTakesPatients.com](https://www.ItTakesPatients.com).