

General contextual factors

*Hospital policy
Interdisciplinary policy-making
Team relationships
Attitudes of leaders*

Individual factors

*Satisfaction with the job
Responsibility toward patients
Roles as professionals
Confidence and previous experiences
Communication skills
Educational background*

Perceived safety versus “costs”, such as:

*Fear of the responses of others / conflict
Concerns of appearing incompetent*

Perceived efficacy versus futility

*Lack of change
Personal control and impact*

Outcomes for the patient

Error correction

Motive to help patient

*Harm rating
Clinical situation*

Voice: message, tactics, targets

*Collect facts
Show positive intent
Select person*

Outcomes for the messenger and others involved

