

Safety Voice and Silence in Telehealth

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AFFILIATIONS

JP, MC and JM are members of the Psychology Applied to Safety and Health lab at Leeds Beckett University, UK
AB is a Graduate Student in the Department of Psychology at Washington State University Vancouver

PSYCHOLOGY APPLIED TO SAFETY AND HEALTH (PASH) LAB, LEEDS BECKETT UNIVERSITY

The PASH Lab at LBU is led by Dr Jim Morgan and Dr Matteo Curcuruto. The lab has broad expertise in Organisational, Human Factors and Occupational Psychology with specific capabilities in:

- human factors of complex systems
- risk perception and management
- safety motivation, leadership, culture and climate
- proactive behaviour
- workload and stress management



The lab has worked with organisations including Eurostar, VolkerRail and NHS 111

ABOUT THE AUTHORS

JILL POOTS

Jill Poots is a PhD Researcher at LBU. Her current research involves evaluating and improving safety outcomes for NHS 111. She previously researched non-technical skills in Agriculture, and taught Psychology.

ANDREA BAZZOLI

Andrea's research focuses on the intersections of economic stressors (e.g., job insecurity and financial inadequacy), safety behaviors, and positive employee outcomes. He uses advanced qualitative and quantitative methods.

DR MATTEO CURCURUTO

Matteo is a Senior Research Fellow in the PASH group at LBU. He is an Organisational Psychologist, especially interested in proactive behaviour and workplace safety.

DR JIM MORGAN

Jim is a Principal Lecturer specialising in Human Factors and Occupational Psychology. His research focuses on psychological and system factors influencing safety. Recent research included an evaluation of NHS 111.

AIMS AND OBJECTIVES FOR SGM

- To discuss a taxonomy of safety voice and silence literature from the PASH lab
- To discuss voice and silence in the particular, growing context of telehealth
- To consider the gaps in voice and silence literature pertaining to digital health professionals
- To gain insight into voice behaviour in allied healthcare professions and services

RELATED LITERATURE

Bazzoli, A., Curcuruto, M., Morgan, J. I., Brondino, M., & Pasini, M. (2020). Speaking up about workplace safety: An experimental study on safety leadership. *Sustainability*, 12(18), 7458. Chicago

Noort, M. C., Reader, T. W., & Gillespie, A. (2019). Speaking up to prevent harm: A systematic review of the safety voice literature. *Safety science*, 117, 375-387.