

## **Deafening silence? Time to reconsider whether organisations are silent or deaf when things go wrong.**

August 12, 2014

Jones A, Kelly D. Deafening silence? Time to reconsider whether organisations are silent or deaf when things go wrong. *BMJ Qual Saf.* 2014;23(9):709-13. doi:10.1136/bmjqs-2013-002718.

<https://psnet.ahrq.gov/issue/deafening-silence-time-reconsider-whether-organisations-are-silent-or-deaf-when-things-go>

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This commentary explores the differences between individuals failing to raise concerns and organizations [disregarding](#) problems that have been reported. Several [organizational failures](#) in the National Health Service provide context for this comparison and illustrate the need to build systems that reliably record and respond to shortcomings raised by staff.