

Listening, Learning, Responding to Concerns.

April 12, 2023

Newcastle Upon Tyne, UK: Care Quality Commission; March 2023.

<https://psnet.ahrq.gov/issue/listening-learning-responding-concerns>

The ability to raise patient safety concerns without fear of retribution is a core element of a safety culture. This pair of reports examines a [failure](#) in [organizational response](#) to an employee expressing concerns. The first report examines an explicit whistleblowing incident in the National Health Service that was [poorly managed](#). The second looks at broader system-level elements needed to support effective responses when concerns are voiced.