Anticipated negative outcomes

- Erosion of relationship (patient/actor)
- Humiliation of actor
- Prompt negative reaction
- Being labelled negatively or difficult
- Damaged relations (observer/actor)

Motivations to speak-up

- Protect patient from harm
- Protect the actor from causing harm
- Positive impact on public image

Futility and resignation

Unpredictability of actor's response

Contextual factors

- Safety issue
- Presence of patients or co-workers
- Hierarchical structures and relations
- Knowledge gap (observer/actor)
- Involved professions
- Actor's personality
- Speed of incident
- Limited time resources (observer)
- Time constraints and distress (actor)

Decision to voice concerns