

CRISIS MANAGEMENT CHECKLIST

Immediate Management	Follow Up
<p>Mitigating Harm</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide immediate assistance to patient <input type="checkbox"/> Notify attending physician <input type="checkbox"/> Notify immediate manager/house supervisor, i.e. Chain of Command <input type="checkbox"/> Notify Public Safety if needed <input type="checkbox"/> Notify Risk Management <input type="checkbox"/> Document facts in medical record <input type="checkbox"/> Preserve Evidence/Ensure involved equipment, medical devices &/or agents are sequestered <input type="checkbox"/> Submit UOR via online reporting system <input type="checkbox"/> Early disclosure, facts known, to family & documented by attending physician <input type="checkbox"/> Assess immediate support needed for Family, i.e. chaplaincy, social services <input type="checkbox"/> Preserve Evidence: syringes, medication containers/vials, IV bags/tubing & medical devices are sequestered & notification to Biomed <p>Notifications/Risk Management & Team</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notification to Crisis Management Team <input type="checkbox"/> Notify Patient Accounts if necessary to hold patient billing <input type="checkbox"/> Evaluate external reporting requirements <input type="checkbox"/> Notification to Public Relations/coordination with Marketing if necessary <input type="checkbox"/> Evaluate need for staff debriefing <input type="checkbox"/> Initiate investigation, key witnesses, staff involved & expedited clinical summary utilizing Just Culture model and referral to HR as needed <input type="checkbox"/> Secure medical records and other documents <input type="checkbox"/> Notification to Risk Management Claims for PCE <input type="checkbox"/> Encourage staff to maintain confidentiality; no gossiping, no speculating 	<p>Event Response/Investigation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Convene early meeting with staff to develop time-line, flow charts <input type="checkbox"/> Communicate with insurance carrier, as well as collaboration with physician and physician's carrier as necessary <input type="checkbox"/> Review expedited clinical summary with CMO & other IA/Adverse team members <input type="checkbox"/> Determine if intensive assessment/RCA required and if yes, identify key members needed to participate <input type="checkbox"/> Determine need for ongoing emotional support for involved staff & physicians <input type="checkbox"/> Consult literature and community resources for development of corrective action plan <p>Disclosure & Family Support</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early disclosure communicated to family & documented. Disclose facts known and follow up when additional information is available-ongoing communication with family. <input type="checkbox"/> Ensure family/patient has received appropriate support, i.e. chaplaincy, social work and ongoing mental health support <input type="checkbox"/> Ongoing involvement and direction with disclosure process with physician and staff <input type="checkbox"/> Address ongoing needs for patient/family <input type="checkbox"/> Provide contact person and timeline to patient/family <p>Corrective Actions</p> <ul style="list-style-type: none"> <input type="checkbox"/> QA medical staff referral as necessary <input type="checkbox"/> Assist with notification to regulatory agencies as needed <input type="checkbox"/> Perform intensive review and root cause analysis <input type="checkbox"/> Develop corrective action plan which addresses top key root causes with implementation responsibility & measureable outcomes <input type="checkbox"/> Develop key lessons learned which are reported to boards and other MHS facilities <input type="checkbox"/> Evaluate ongoing needs of staff