Organizational Assessment Tool for Clinician Support

	Core Elements	Yes	?	No
Internal Culture of Safety	The organization is grounded in the core values of compassion and respect and the ethical responsibility to always tell the truth to the patient and family.			
	There is an expectation for ongoing communication, honesty, and transparency that is set from the board and leadership and closely monitored.			
	Error is seen as the failure of systems and not people.			
Organizational Awareness	It is generally accepted throughout the organization that adverse events can cause significant emotional distress to clinician(s) involved.			
	There is an expectation that clinicians involved in unanticipated outcomes and near misses will be supported.			
	There are policies in place to support clinicians and staff.			
Formation of a multi-disciplinary advisory group	An environmental scan has been done to determine what supports (formal and informal) are currently in place both inside and outside the institution.			
	Key stakeholders from various departments have been identified to determine how support will be provided in the institution.			
	An assessment of staff needs when involved in an adverse event has been done.			
	The type of support which might work in your particular institution has been determined.			
Leadership buy-in	A c-suite member is on board to champion this effort.			
	If not, the case to influence leadership buy-in has been prepared.			
Risk management considerations	There is an organizational commitment to rapid disclosure and support.			
	Support is provided to the clinician(s) during the disclosure process.			
	There is a written understanding of how cases will be managed (support included) and how hand-offs will occur with staff, patients/families, organization, and insurance carrier.			
	Consideration has been given to including the support process under privileged communications umbrella.			
Policies, procedures and practices	Policies and procedures are accessible to all staff throughout the organization.			
	Organization has a crisis communication plan in place.			
	Staff has been sufficiently trained about organization's crisis communication plan.			
	Results of RCA's are shared with patients as well as staff.			
Operational	Research has been done on various support models utilized by other health organizations.			
	It has been determined where support program will be anchored within the institution			
	The who/what/when/how to activate the support mechanisms have been determined.			
	Written guidelines have been established for all clinician supporters			
	The institution has developed a tool box for clinician supporters.			
Communications plan	The organization has developed a dissemination and strategic communication plan to increase awareness and educate staff at all levels re: the clinician/staff support program.			
Internal microsite	Clinicians can access information about programs via the institution's intranet at any time.			
improvement opportunities	Regularly scheduled meetings are held to discuss the support program to determine strategies for improvement.			
	Feedback is routinely gathered from actual users of the support program.			

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