

Building a Second Victim Support Program Checklist

Section 1: Internal Patient Safety Culture

- | | Completed |
|--|--------------------------|
| 1. Adverse Safety Event Investigation Process Clearly Delineated | <input type="checkbox"/> |
| 2. Reporting Culture | <input type="checkbox"/> |

Section 2: Identify Existing and Potential Second Victim Supporters

- | | Completed |
|--|--------------------------|
| 1. Identify key individuals | <input type="checkbox"/> |
| 2. Formalize the role of the second victim support project team lead | <input type="checkbox"/> |
| 3. Identify Executive Champion | <input type="checkbox"/> |

Section 3: Establish Team Infrastructure

- | | Completed |
|--|--------------------------|
| 1. Define a team structure | <input type="checkbox"/> |
| 2. Determine methodology for providing second victim support to individual clinicians as well as entire care teams | <input type="checkbox"/> |
| 3. Define activation guidelines | <input type="checkbox"/> |
| 4. Develop a proposed budget | <input type="checkbox"/> |
| 5. Develop an executive summary business plan | <input type="checkbox"/> |
| 6. Seek administrative approval for proposed team structure | <input type="checkbox"/> |
| 7. Develop operational plans | <input type="checkbox"/> |
| 8. Develop timeline for second victim response team deployment | <input type="checkbox"/> |
| 9. Formalize the process for streamlining immediate access | <input type="checkbox"/> |
| 10. Develop policies and procedure for team function | <input type="checkbox"/> |
| 11. Develop a strategy for ensuring second victim support resources | <input type="checkbox"/> |
| 12. Recruit team members | <input type="checkbox"/> |

Section 4: Develop Internal Marketing Campaign for Support Team

- | | |
|--|--------------------------|
| 1. Develop second victim awareness strategy | <input type="checkbox"/> |
| 2. Identify clinical areas | <input type="checkbox"/> |
| 3. Identify high risk clinical teams | <input type="checkbox"/> |
| 4. Embed second victim | <input type="checkbox"/> |
| 5. Develop an informational brochure | <input type="checkbox"/> |
| 6. Identify various facility-wide and department specific meetings | <input type="checkbox"/> |
| 7. Develop 'just in time' tools | <input type="checkbox"/> |

Section 5: Establish Training Program for Second Victim Supporters

- | | |
|---|--------------------------|
| 1. Identify internal resources | <input type="checkbox"/> |
| 2. Develop reference tools | <input type="checkbox"/> |
| 3. Design second victim support training | <input type="checkbox"/> |
| 4. Develop a plan to address ongoing continuing education | <input type="checkbox"/> |
| 5. Develop an ongoing plan to evaluate educational needs | <input type="checkbox"/> |

Section 6: Ensure Team Effectiveness

- | | |
|--|--------------------------|
| 1. Develop an encounter form | <input type="checkbox"/> |
| 2. Establish a dashboard overview | <input type="checkbox"/> |
| 3. Develop an evaluation tool | <input type="checkbox"/> |
| 4. Develop a team member satisfaction tool | <input type="checkbox"/> |