

# 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"/> |

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## 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"/> |

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## 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"/> |

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## Section 4: Develop Internal Marketing Campaign for Support Team

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|--|--------------------------|
| 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"/> |

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## Section 5: Establish Training Program for Second Victim Supporters

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|---|--------------------------|
| 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"/> |

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## Section 6: Ensure Team Effectiveness

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|--|--------------------------|
| 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"/> |