Building a Second Victim Support Program Checklist

Section 1: Internal Patient Safety Culture
1. Adverse Safety Event Investigation Process Clearly Delineated
2. Reporting Culture

Section 2: Identify Existing and Potential Second Victim Supporters
1. Identify key individuals
2. Formalize the role of the second victim support project team lead
3. Identify Executive Champion

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

Section 4: Develop Internal Marketing Campaign for Support Team
1. Develop second victim awareness strategy
2. Identify clinical areas
3. Identify high risk clinical teams
4. Embed second victim
5. Develop an informational brochure
6. Identify various facility-wide and department specific meetings
7. Develop 'just in time' tools

Section 5: Establish Training Program for Second Victim Supporters
1. Identify internal resources
2. Develop reference tools
3. Design second victim support training
4. Develop a plan to address ongoing continuing education
5. Develop an ongoing plan to evaluate educational needs

Section 6: Ensure Team Effectiveness
1. Develop an encounter form
2. Establish a dashboard overview
3. Develop an evaluation tool
4. Develop a team member satisfaction tool