

MITSS ORGANIZATIONAL ASSESSMENT TOOL FOR CLINICIAN SUPPORT

	CORE ELEMENTS	Y	+/-	N
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 at the sharp end of 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 available both inside and outside the institution.			
	Key stakeholders from various departments have been identified to determine how support will be provided in the institution.			
	A survey conducted of staff needs after an adverse event occurs has been done.			
	The type of support that 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) before, during, and after 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 malpractice carrier.			
	Consideration has been given to including the support process under privileged communications umbrella.			
POLICIES, PROCEDURES, AND PRACTICES	Policies and procedures regarding handling of adverse events are accessible to all clinicians and staff throughout the organization.			
	Organization has a crisis management plan in place.			
	Staff has been sufficiently trained about organization's crisis management plan.			
	Results of RCA's are shared with both patients and staff.			
OPERATIONAL	Research has been done regarding various support models utilized by other healthcare 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 training and a tool box available for clinician supporters.			
	Internal Micro-site –Clinicians can access information about clinicians/staff program via the institution's intranet at any time.			
DISSEMINATION/ COMMUNICATION 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.			
LEARNING AND IMPROVEMENT OPPORTUNITIES	Regular meetings are scheduled to discuss the support program to determine strategies for improvement.			
	Feedback is gathered routinely from actual users of the support program.			