

Appendix B:

Respectful Management of Serious Clinical Adverse Events Work Plan: Elements, Dimensions, and Milestones

Element	Dimension	Pre-Event	First Hour	First Day	First Week	First Month	Activities after First Month
Organizational Culture of Safety	Board and Leadership	Trust, Respect, Human Rights, Forgiveness, Repentance	Assemble	Annotate	Annotate	Annotate	Learning and improvement
	Systems, Policies, Procedures, Guidelines, Crisis Management Plan	Approve	Assemble	Annotate	Annotate	Annotate	Revise
Internal Notification	CEO, Executive Leaders, Risk Management, QI and Patient Safety, Counsel, Communication, etc.	Learning System	Activated	Engaged and Visible	Engaged and Visible	Engaged and Visible	Learning and improvement
	Board		Pending	Activated	Updated	Updated	Learning and improvement
Crisis Management Team	Threshold Met for Activation	Plan	Activated	Meeting	Schedule	Schedule	Stand down with plan
	Membership	Plan	Activated	Refine	Refine	Updated	Formal debrief
	Chair	Plan	Activated	Refine	Ongoing	Ongoing	Revise plan
	Facilitator	Plan	Activated	Ongoing	Ongoing	Ongoing	Revise plan
	Who's on Point			Establish	Report	Report	To resolution and learning, including any external professional or judicial actions
Priority 1: The Patient and Family	Acknowledged Pain, Expressed Regret			Acknowledged	Ongoing	Ongoing	
	Patient/Family Needs Meet			Established	Ongoing	Ongoing	
	Patient Fully Assessed			Assessed	Update	Update	
	Personal Safety			Assess	Update	Update	
	Primary Physician Notified			Notified	Update	Update	
	Hearing What			Report	Report	Report	
	Apology Extended			Assessment	Assessment	Assessment	
	What Do They Want Said			Establish	Update	Update	
	Provide Ongoing Support, Reimbursements			Offer	Update	Update	

NOTE: This work plan is not intended to be comprehensive. Additions and modifications to fit local practice are encouraged.

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Appendix B: Respectful Management of Serious Clinical Adverse Events Work Plan (continued)

Element	Dimension	Pre-Event	First Hour	First Day	First Week	First Month	Activities after First Month
Priority 1: The Patient and Family (continued)	Compensation Approach			Review	Review	Establish	To resolution and learning, including any external professional or judicial actions
	Mailings Suppressed			Activated	Updated	Updated	
	Root Cause Analysis (RCA) Participant			Activated	Invited	Complete and Reported	
Priority 2: The Frontline Staff	Who's on Point			Establish	Report	Report	To resolution and learning, including recognition of the efforts of staff, resolution of any external professional or judicial actions
	Personal Safety			Assess	Update	Update	
	Hearing What			Report	Report	Report	
	Ongoing Support and Visibility			Offer	Report	Report	
	RCA Participants			Activated	Invited	Complete	
Priority 3: The Organization	The Event						
	Who's on Point			Establish	Update	Update	Revise plan
	What Happened			Report	Report	Report	Learning and improvement
	Patient Clear and Present Danger			Assess and Report	Update	Update	Learning and improvement
	RCA and Executive Sponsor			Activated	Progress	Complete	Closed all risk reduction items
	Who Knows What			Report	Report	Report	Learning and improvement
	Hearing What			Report	Report	Report	Learning and improvement
	Priorities: What, Who Is on Point			Set	Update	Update	All items addressed
	Materials to Be Sequestered			Immediate	Update	Update	Ultimate disposition?
	System for Urgent News			Set	Update	Update	Revise plan
	Billing Stopped (Hospital-Acquired Condition Policy, etc.)			Stop	Update	Update	Per statute/Patient and family understanding

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Appendix B: Respectful Management of Serious Clinical Adverse Events Work Plan (continued)

Element	Dimension	Pre-Event	First Hour	First Day	First Week	First Month	Activities after First Month
Priority 3: The Organization (continued)	Internal and External Communications						
	What Prepared to Say			Establish	Update	Update	Learning and improvement
	Who Is (Are) on Point			Establish	Update	Update	Learning and improvement
	What Patient/Family Want Said			Establish	Update	Update	Learning and improvement
	Press Release/Talking Points			Prepare	Update	Update	Learning and improvement
	Internal Communications: Patients, Families, Staff			Prepare	Update	Update	Learning and improvement
	External Communications: Media, Community, etc.			Prepare	Update	Update	Learning and improvement
	“Friendly” Experts On Call			Consider	Update	Update	Learning and improvement
	Outside Media Help			Consider	Consider	Consider	Learning and improvement
	External Notifications and Unannounced Visits						
	State Public Health, CMS			Consider	Update	Update	All requirements and conditions met
	Joint Commission, Others			Consider	Update	Update	Demonstrated learning and improvement
	Risk Insurer			Notify	Update	Update	
	Other Federal Agency (HHS, NIH, FDA)			Consider	Update	Update	Learning shared externally
Law Enforcement Agency			Consider	Update	Update		
Other Associations (ISMP)			Consider	Update	Update		

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