



YoUR S O

Leade hi E en Wo k hee

CONFIDENTIAL QA INFORMATION

Check each section as completed. Document notes as necessary.

! Consider Safety Needs

- " Call Public Safety for all safety/security concerns
- " Ensure patients are safe
- " Ensure families are safe
- " Ensure staff members are safe
(Call MERT response for any staff/visitor medical emergency)

! Consider Staffing Needs

- " Examine Patient/Nurse staffing ratio
- " Ensure staff is able to carry out assignment
- " Allocate time to staff who need to decompress, as appropriate
- " In off-hours, call in-house leadership (CRN 478-2648) to assist
- " Notify Unit/Departmental leadership
- " Consider on-call staffing for further assistance

! Consider Patient/ Family Needs

- " Change patient location if needed
- " Ensure appropriate documentation in patient record and event reporting system (RL Solutions)
- " Notify Social Work if necessary
- " Service Recovery (e.g. rounding on patients/families, food/coffee vouchers, etc.)

! Consider Communication Needs

- " Notify Unit/Departmental Leadership
- " If necessary, notify:
 - Public Safety
 - HR Business Partner
 - Hospital Administration
 - Office of Counsel

! Consider Assistance Needs

- " Contact EAP
- " Contact

! Staff Support: Immediate, End of Shift, and 48-72 Hours Post Event