MITSS STAFF SUPPORT ASSESSMENT TOOL

In order to assess the support mechanisms currently in place at your institution for clinicians involved in or affected by serious adverse patient events, staff can fill out the survey below. For purposes of this survey, we have defined serious adverse patient event as any unexpected, unanticipated incident that is not related to the patient's underlying condition or reason for treatment that results in harm to the patient. The event may or may not be due to medical error.

In the past 5 years, have you ever been directly involved in a serious adverse patient event? Y □ N □
(E.g.: member of team caring for patient who expires during care unexpectedly, etc.)

If you have answered yes, please go on to the following sections regarding services or interventions relating to staff support. If you have been involved in more than one adverse patient event, please base your answers on your most recent experience.

For the services or interventions listed below, please indicate their availability to you following the event:	**Actively Offered**	**Offered After I Asked**	**Found on my own**	**Not Available**
For each line, please mark the one response that best reflects your experience				
Formal emotional support	O	O	O	O
Informal emotional support	O	O	O	O
Prompt debriefing, crisis intervention stress management (either for individual or for group/team)	O	O	O	O
Access to counseling, psychological or psychiatric services	O	O	O	O
An opportunity to discuss any ethical concerns you had relating to the event or the processes that were followed subsequently	O	O	O	O
An opportunity to take time out from your clinical duties	O	O	O	O
Supportive guidance/mentoring as you continued with your clinical duties	O	O	O	O
Help to communicate with the patient and/or family	O	O	O	O
Clear and timely information about the processes that are followed after serious adverse events (e.g. peer review committees, root cause analyses, preparation of incident reports)	O	O	O	O
Guidance about the roles you were expected to play in the processes that are followed after serious adverse events	O	O	O	O
Help to prepare to participate in the processes that were followed after the serious adverse event	O	O	O	O
A safe opportunity to contribute any insights you had into how similar events could be prevented in the future	O	O	O	O
Personal legal advice and support	O	O	O	O

For other forms of support please see question 4 below

For the services or interventions that were available to you following the event, please indicate whether you used any of them:	**Yes**	**No**	**N/A**
For each line, please mark one response that best reflects your experience			
Formal emotional support	O	O	O
Informal emotional support	O	O	O
Prompt debriefing, crisis intervention stress management (either for individual or for group/team)	O	O	O
Access to counseling, psychological or psychiatric services	O	O	O
An opportunity to discuss any ethical concerns you had relating to the event or the processes that were followed subsequently	O	O	O
An opportunity to take time out from your clinical duties	O	O	O
Supportive guidance/mentoring as you continued with your clinical duties	O	O	O
Help to communicate with the patient and/or family	O	O	O

Clear and timely information about the processes that are followed after serious adverse events (e.g. peer review committees, root cause analyses, preparation of incident reports)	O	O	O
Guidance about the roles you were expected to play in the processes that are followed after serious adverse events	O	O	O
Help to prepare to participate in the processes that were followed after the serious adverse event	O	O	O
A safe opportunity to contribute any insights you had into how similar events could be prevented in the future	O	O	O
Personal legal advice and support	O	O	O

For other forms of support please see question 4 below

For the services or interventions that you used please indicate how useful you found each of them:	**Not Useful**	**Somewhat Useful**	**Useful**	**Very Useful**	**N/A**
For each line, please mark the one response that best reflects your experience					
Formal emotional support	O	O	O	O	O
Informal emotional support	O	O	O	O	O
Prompt debriefing, crisis intervention stress management (either for individual or for group/team)	O	O	O	O	O
Access to counseling, psychological or psychiatric services	O	O	O	O	O
An opportunity to discuss any ethical concerns you had relating to the event or the processes that were followed subsequently	O	O	O	O	O
An opportunity to take time out from your clinical duties	O	O	O	O	O
Supportive guidance/mentoring as you continued with your clinical duties	O	O	O	O	O
Help to communicate with the patient and/or family	O	O	O	O	O
Clear and timely information about the processes that are followed after serious adverse events (e.g. peer review committees, root cause analyses, preparation of incident reports)	O	O	O	O	O
Guidance about the roles you were expected to play in the processes that are followed after serious adverse events	O	O	O	O	O
Help to prepare to participate in the processes that were followed after the serious adverse event	O	O	O	O	O
A safe opportunity to contribute any insights you had into how similar events could be prevented in the future	O	O	O	O	O
Personal legal advice and support	O	O	O	O	O

For other forms of support please see question 4 below

Other forms of support:

Were there were other forms of support that are not covered in the lists above that were offered to you, that you used, found useful or would have found useful?

Are there any other types of support, not listed above, that you were offered, used, found useful, or think you would have found useful? *Please describe briefly below and tick as many options as apply to the right*:	**offered**	**used**	**found useful**	**would have found useful**
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O
	O	O	O	O

Experiences following the event:

Please indicate your level of agreement or disagreement with the following statements about your experiences following the adverse event *Please complete all questions by marking the <u>one</u> response that best reflects your experience*	Strongly Disagree	Disagree	Agree	Strongly agree	I do not know
1. I was always clearly briefed about the 'next steps' in the hospital's processes for following up after serious adverse events					
2. Memories of what happened to the patient kept troubling me for a long time after the event					
3. I worried a lot about what my clinical peers would think about me after the event					
4. I knew how to access confidential emotional support within the institution if I needed it					
5. The hospital had a clear process through which I could report any concerns I had about patient safety without fear of retribution or punitive action					
6. I found it difficult to continue to practice effectively after the event					
7. I worried a lot about a lawsuit (or the possibility of one)					
8. I felt (or would have felt) embarrassed about seeking psychological support after the event					
9. My clinical colleagues provided meaningful and sustained support after the event					
10. There were times when I felt less able to work safely and effectively because of what happened					
11. My clinical line manager provided meaningful and sustained support after the event					
12. For a while after the event I felt shunned by some of my clinical colleagues					
13. My family and friends were the mainstay of my support after the event					
14. I moved or seriously considered moving to another institution because of the event or what happened afterwards					
15. I left or seriously considered leaving my profession because of the event or what happened afterwards					
16. I was enabled to communicate appropriately with the patient and/or family after the event					
17. There was a designated member of the organization who did a good job guiding me through the processes that are followed after a serious adverse event					
18. I felt adequately supported by the organization and associated structures					
19. I think that the organization learned from the event and took appropriate steps to reduce the chance of it happening again					
20. I feared having to speak to the patient and/ or family					
21. I had the opportunity to speak with the patient and/or family					
22. I wanted to speak to the patient and/or family but was told not to do so					
23. I was supported/trained in how to disclose to the patient and/or family					
24. I had extreme anxiety about disclosing to the patient and/or family					
25. The organization ensured that the needs of the patient and/or family after the event were appropriately met					

Background

Please provide some background details about yourself, and when and where the adverse event occurred.

The adverse event occurred:
Less than 1 years ago Between 1 and 3 years ago More than 3 years ago

Since then, do you think support for clinicians involved in serious adverse events in the organization in which it occurred has:
Improved: stayed about the same: got worse:

Which of the following best describes your profession:
Nurse Pharmacist Physician Other

We hope that the information you have provided will lead to important and sustainable staff support.