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# A PATIENT SAFETY MANAGEMENT SYSTEMS CHECKLIST

## CEOs AND EXECUTIVE MEMBERS

If you are a CEO or EXECUTIVE MEMBER, please respond to the following items using the 3-point rating scale, where 1 = Disagree; 2 = Unsure; and 3 = Agree. Refer to Chapters 1-7 of the PSMS Explanatory Notes for further information relating to the sub-elements of the seven characteristics of this Patient Safety Management Systems Checklist.

### CEOs AND SENIOR MANAGERS:

No Unsure Yes

① TO DEMONSTRATE COMMITMENT TO PATIENT SAFETY, DO YOU:	No	Unsure	Yes
take an active lead in the PSMS?			
familiarise all people in your organisation with the PSMS and how it applies to them?			
promote and foster a team approach to patient safety throughout your organisation?			
use objective criteria to determine the amount of resources provided for the PSMS, including its evaluation?			
give and receive regular and meaningful reports on issues related to patient safety?			
provide timely and meaningful feedback about actions arising from reports on issues related to patient safety?			

② DOES YOUR ORGANISATION HAVE AN AGREED SET OF POLICIES AND PROCEDURES CONCERNING PATIENT SAFETY? IF SO, DO YOU:	No	Unsure	Yes
maintain current policies and procedures concerning patient safety?			
actively encourage implementation of the open disclosure policy?			
support the mandatory reporting of all sentinel events?			
provide all patients admitted to your organisation with a copy of "10 tips for safer health care" (Safety & Quality Council, 2004)?			
have a "Correct Patient, Correct Site, Correct Procedure" policy?			
integrate patient safety processes and procedures into your other management activities?			
support activities to heighten staff understanding of your patient safety policies and supporting procedures?			
have activities in place to heighten patient awareness of the relevant patient safety policies and supporting procedures in your organisation?			

③ DOES YOUR ORGANISATION HAVE CLEARLY DEFINED ACCOUNTABILITY ARRANGEMENTS FOR PATIENT SAFETY? IF SO, DO YOU:	No	Unsure	Yes
maintain a clearly defined structure to manage patient safety that includes everyone in your organisation?			
maintain open and transparent accountability arrangements?			
maintain processes for relevant staff to understand their individual accountabilities and responsibilities for patient safety?			

## CEOs AND SENIOR MANAGERS:

No    Unsure    Yes

<b>④ DOES YOUR ORGANISATION USE A SYSTEMATIC APPROACH TO THE IDENTIFICATION AND INVESTIGATION OF PATIENT SAFETY RISKS? IF SO, DO YOU:</b>	No	Unsure	Yes
Maintain a staff-instigated reporting system that addresses patient safety?			
use consumer feedback processes to identify sources of risk to patient safety?			
encourage staff to report when patient safety is at risk?			
encourage patients/consumers to report when patient safety is at risk?			
have a policy to maintain the confidentiality of reports, and reporters?			
facilitate the provision of timely feedback on all reported adverse events, or "near misses"?			
ensure all reported adverse events in your organisation are investigated?			

<b>⑤ DOES YOUR ORGANISATION TAKE A SYSTEMATIC APPROACH TO MANAGING ALL SOURCES OF PATIENT SAFETY RISK? IF SO, DO YOU:</b>	No	Unsure	Yes
use objective criteria to measure and evaluate risks associated with patient safety?			
have a policy in place to ensure that identified risks are ranked in accordance with a risk rating?			
use risk management plans to eliminate, avoid, and/or reduce risks?			
take a systematic approach to monitoring the status of each identified risk to patient safety?			
demonstrate that PSMS initiatives have led to positive and timely change.			
inform all staff of actions taken to reduce risks to patient safety?			

<b>⑥ DOES YOUR ORGANISATION EVALUATE THE EFFECTIVENESS OF THE PSMS? IF SO, DO YOU:</b>	No	Unsure	Yes
routinely review your PSMS policy and procedures to confirm that they are working?			
periodically complete an evaluation (self-assessment) of your PSMS?			
encourage staff at all levels to be involved in the PSMS evaluation process?			
provide feedback to staff on the PSMS evaluation outcomes and actions taken?			

<b>⑦ DOES YOUR ORGANISATION TAKE A SYSTEMATIC APPROACH TO TRAINING AND EDUCATION FOR ALL STAFF? IF SO, DO YOU:</b>	No	Unsure	Yes
have an effective patient safety orientation program for all staff, including the CEO and senior managers?			
have an active involvement in the delivery of the orientation program?			
provide ongoing training and education for relevant staff on topics related to patient safety?			

# A PATIENT SAFETY MANAGEMENT SYSTEMS CHECKLIST MANAGERS AND CLINICIAN MANAGERS

If you are a **MANAGER** or **CLINICIAN MANAGER**, please respond to the following items using the 3-point rating scale, where 1 = Disagree; 2 = Unsure; and 3 = Agree. Refer to Chapters 1-7 of the PSMS Explanatory Notes for further information relating to the sub-elements of the seven characteristics of this Patient Safety Management Systems Checklist.

## MANAGERS AND CLINICIAN MANAGERS:

No Unsure Yes

### ① HAVE YOUR CEO AND SENIOR MANAGERS DEMONSTRATED A COMMITMENT TO PATIENT SAFETY? IF SO, IS THIS COMMITMENT DEMONSTRATED BY:

	No	Unsure	Yes
their active leadership of the PSMS?			
your familiarity with the PSMS and how it applies to you?			
your involvement in activities that promote and foster a team approach to patient safety?			
receiving resources to support the PSMS, including its evaluation?			
receiving regular and meaningful reports on patient safety issues from them?			
receiving timely and meaningful feedback about actions arising from reports on patient safety issues?			

### ② DOES YOUR WORK AREA HAVE POLICIES AND PROCEDURES CONCERNING PATIENT SAFETY THAT ACCORD WITH THE ORGANISATION'S? IF SO, DO YOU:

	No	Unsure	Yes
maintain current policies & procedures concerning patient safety for your work area?			
implement the open disclosure policy in your area?			
report all sentinel events in your work area?			
maintain a systematic process whereby all patients in your work area receive a copy of "10 tips for safer health care" at or before the time of admission (Safety & Quality Council, 2004)?			
implement the "Correct Patient, Correct Site, Correct Procedure" policy in your work area (if appropriate)?			
integrate patient safety initiatives into your other management activities?			
support activities that allow all staff to understand the patient safety policies and supporting procedures in your work area.			
have mechanisms in place in your work area to heighten patient awareness of relevant elements of the PSMS, and how these apply to them?			

### ③ DOES YOUR WORK AREA HAVE CLEARLY DEFINED ACCOUNTABILITY ARRANGEMENTS FOR PATIENT SAFETY? IF SO, DO YOU:

	No	Unsure	Yes
have a clearly defined process to manage patient safety in your work area?			
have open and transparent accountability arrangements in your work area?			
have processes in place for all staff in your work area to understand their individual accountabilities and responsibilities for patient safety?			

## MANAGERS AND CLINICIAN MANAGERS:

No    Unsure    Yes

### ④ DOES YOUR WORK AREA USE A SYSTEMATIC APPROACH FOR THE IDENTIFICATION AND INVESTIGATION OF PATIENT SAFETY RISKS? IF SO, DO YOU:

	No	Unsure	Yes
maintain a staff-instigated patient safety reporting system in your area?			
use consumer feedback processes to identify sources of risk for patient safety?			
encourage staff in your work area to report when patient safety is at risk?			
encourage patients/consumers in your work area to report when patient safety is at risk?			
have procedures in place to maintain the confidentiality of reports and reporters?			
provide timely feedback to all staff and patients/consumers who submit a report?			
investigate all reported adverse events in your work area?			

### ⑤ DOES YOUR WORK AREA TAKE A SYSTEMATIC APPROACH TO THE MANAGEMENT OF ALL SOURCES OF PATIENT SAFETY RISK? IF SO, DO YOU:

	No	Unsure	Yes
use objective criteria to measure and evaluate risks associated with patient safety?			
have procedures in place to rank identified risks in accordance with risk ratings?			
use risk management plans to eliminate, avoid, and/or reduce risks?			
take a systematic approach to monitoring the status of each patient safety risk identified in your work area?			
demonstrate that PSMS initiatives have led to positive and timely change?			
inform all staff in your area of actions taken to reduce sources of risk to patient safety?			

### ⑥ DOES YOUR WORK AREA EVALUATE HOW THE PSMS IS WORKING? IF SO, DO YOU:

	No	Unsure	Yes
routinely review your area's PSMS policies & procedures to confirm that they are working?			
periodically complete an evaluation ( self-assessment) of your PSMS?			
encourage your staff to be involved in your work area's PSMS evaluation process?			
provide feedback to your staff on the PSMS evaluation outcomes and actions taken?			

### ⑦ DOES YOUR ORGANISATION TAKE A SYSTEMATIC APPROACH TO TRAINING AND EDUCATION FOR ITS STAFF? IF SO, DO YOU:

	No	Unsure	Yes
encourage your staff to attend the organisation's patient safety orientation program?			
know whether the CEO is actively involved in the delivery of the orientation program?			
provide ongoing training and education for your staff/colleagues on topics relevant to patient safety in your work area?			

Please include additional comments below. Attach a separate sheet if required.

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# A PATIENT SAFETY MANAGEMENT SYSTEMS CHECKLIST HEALTHCARE PROFESSIONALS

If you are a HEALTHCARE PROFESSIONAL, please respond to the following items using the 3-point rating scale, where 1 = Disagree; 2 = Unsure; and 3 = Agree. Refer to Chapters 1-7 of the PSMS Explanatory Notes for further information relating to the sub-elements of the seven characteristics of this Patient Safety Management Systems Checklist.

## HEALTH CARE PROFESSIONALS:

No Unsure Yes

① HAVE YOUR CEO AND SENIOR MANAGERS DEMONSTRATED A COMMITMENT TO PATIENT SAFETY? IF SO, IS THIS COMMITMENT :	No	Unsure	Yes
demonstrated by their active leadership, and promotion of the PSMS?			
reflected in your familiarity with the PSMS and how it applies to you?			
reflected in your involvement in activities that promote and foster a team approach to patient safety?			
reflected in the receipt of timely and meaningful feedback from senior managers on patient safety issues?			
reflected in the receipt of timely and meaningful feedback about actions arising from reports on patient safety issues?			

② DO YOU THINK THAT YOUR WORK PRACTICES ARE IN ACCORDANCE WITH THE ORGANISATION'S AGREED POLICIES AND PROCEDURES CONCERNING PATIENT SAFETY? IF SO, DO YOU:	No	Unsure	Yes
conform to your work area's current policies and procedures concerning patient safety?			
use open disclosure techniques?			
report all sentinel events in your work area?			
comply with the "Correct Patient, Correct Site, Correct Procedure" policy in your work area (if appropriate)?			
involve yourself in activities that heighten your understanding of the patient safety policies and procedures in your work area?			

③ DOES YOUR WORK AREA HAVE CLEARLY DEFINED ACCOUNTABILITY ARRANGEMENTS FOR PATIENT SAFETY? IF SO, DO YOU:	No	Unsure	Yes
have an awareness of the process/es in place to manage patient safety in your work area?			
have an understanding of your individual accountabilities and responsibilities for patient safety?			

## HEALTHCARE PROFESSIONALS:

No    Unsure    Yes

### ④ DOES YOUR WORK AREA USE A SYSTEMATIC APPROACH TO THE IDENTIFICATION AND INVESTIGATION OF PATIENT SAFETY RISKS? IF SO, DO YOU:

	No	Unsure	Yes
feel actively encouraged to report patient safety risks?			
feel comfortable raising patient safety risks with managers?			
understand that consumer feedback processes are used in your work area to identify risks to patient safety?			
encourage your patients to report all risks, real or perceived, to their safety?			
feel assured that reports will be treated confidentially?			
receive timely feedback after you have reported an adverse event?			
feel actively encouraged to participate in adverse event investigations, if and when required?			

### ⑤ DOES YOUR WORK AREA TAKE A SYSTEMATIC APPROACH TO THE MANAGEMENT OF ALL SOURCES OF PATIENT SAFETY RISK? IF SO, DO YOU:

	No	Unsure	Yes
know the objective criteria that are used to measure and evaluate risks associated with patient safety in your work area?			
know the procedures in place to rank identified risks in your work area?			
know if risk management plans are used to eliminate, avoid, and/or reduce risks?			
know if there is a systematic approach to monitoring the status of each identified risk to patient safety in your work area?			
involve yourself in PSMS initiatives that lead to positive and timely change, where appropriate.			
have an awareness of actions taken to reduce sources of patient safety risk in your work area?			

### ⑥ DOES YOUR WORK AREA EVALUATE HOW THE PSMS IS WORKING? IF SO, DO YOU:

	No	Unsure	Yes
involve yourself in your work area's review of PSMS policies and procedures?			
feel encouraged to participate in the PSMS evaluation process?			
receive feedback on the PSMS evaluation outcomes and actions taken?			

### ⑦ DOES YOUR ORGANISATION TAKE A SYSTEMATIC APPROACH TO TRAINING AND EDUCATION FOR ITS STAFF? IF SO, DO YOU:

	No	Unsure	Yes
participate in the organisation's patient safety orientation program?			
know whether the CEO is actively involved in the organisation's orientation program?			
receive ongoing training and education on topics related to patient safety in your work area?			

# A PATIENT SAFETY MANAGEMENT SYSTEMS CHECKLIST

## PATIENTS

If you are a PATIENT, please respond to the following items using the 3-point rating scale, where 1 = Disagree; 2 = Unsure; and 3 = Agree. Refer to Chapters 1-7 of the PSMS Explanatory Notes for further information relating to the sub-elements of the seven characteristics of this Patient Safety Management Systems Checklist.

### PATIENTS:

No Unsure Yes

#### ① DO YOU THINK THAT THIS HOSPITAL DEMONSTRATES A COMMITMENT TO PATIENT SAFETY? HAVE YOU:

been provided with access to reports on issues related to patient safety in this hospital.

No	Unsure	Yes

#### ② THIS HOSPITAL HAS AN AGREED SET OF POLICIES AND PROCEDURES CONCERNING PATIENT SAFETY. HAVE YOU:

been provided with a copy of the "10 tips for safer health care" booklet at or before the time of your admission to this hospital?

found the "10 tips for safer health care" booklet useful?

understood the instructions and information given to you about your stay in this hospital?

been included in conversations with staff about your care and treatment?

understood the explanations given to you by staff about your treatment?

felt comfortable about making decisions about your care and treatment?

No	Unsure	Yes

#### ③ THIS HOSPITAL HAS CLEARLY DEFINED ACCOUNTABILITY ARRANGEMENTS FOR PATIENT SAFETY. HAVE YOU:

been informed by staff about how to raise any concerns or questions regarding your care and treatment?

been informed about how to make a complaint if you have any concerns?

No	Unsure	Yes

#### ④ THIS HOSPITAL USES A SYSTEMATIC APPROACH FOR THE IDENTIFICATION AND INVESTIGATION OF PATIENT SAFETY RISKS. HAVE YOU:

an awareness of the different feedback processes that you or your carers can use to report patient safety risks in this hospital?

been encouraged to report patient safety risks by hospital staff?

the confidence that your concerns/complaints will be investigated confidentially?

the confidence that your concerns/complaints will be investigated appropriately?

received feedback on your reported concerns/complaints?

No	Unsure	Yes

