

## UW Health Ambulatory Behavioral Health and Psychiatry

### Post Safety Event Checklist

v. 6/10/2024

To be completed by the Clinic Manager (and/or their delegates) immediately after an event that required activation of a Behavioral Emergency Response Team (BERT), a medical response team, a 911 call or panic button activation by staff or providers, or an interaction between Security or police and a patient on site. Excluded would be “false alarms” and other events that pose minimal risk or did not expose systemic flaws. The purpose is to apply the continuous improvement ethic to learn from critical incidents and enhance our performance in situations that threatened the safety and well-being of patients and staff.

Date/Time of Event:

Location of Event:

Clinic Manager:

#### Same Day / ASAP

- Schedule a debriefing to take place as soon as possible (preferably the same day as the event) with those involved in the event or having a work-related need to be present<sup>1</sup>. Everyone should be encouraged to meet in person but meeting should be held in a space conducive to a videoconference and a WebEx meeting should be offered. Begin completing the [UW Health Ambulatory Debriefing Summary](#) form.
- Determine who has/will complete the HERO event. If there was a BERT response, the individual who led that response should complete the HERO. Otherwise, the individual who can provide the most detailed account of the event should complete it. Note that this individual may be unfamiliar with the HERO reporting system and the Clinic Manager should provide necessary support.
- If any staff members were injured, contact Employee Health.
- Notify the leader(s) of staff impacted by the event, or confirm they've been notified.
- If the panic button was activated, confirm with Security that it has been reset.

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<sup>1</sup> Always inform and invite your next level leader, your Physician Dyad partner, the Vice Chair of Clinical Services, the RN Supervisor, and the Ambulatory Access supervisors and manager.

### Following Debriefing

- If appropriate, call patient / family to debrief. This should happen within 24-72 hours of the event so call might need to be placed before the staff debriefing.
- If a need for further staff education from Ambulatory Educators was identified, reach out to Ambulatory Staff Education.
- If the event was a medical response, email the completed Debriefing Summary form to Ambulatory Staff Education.
- Confirm that a HERO was submitted, attach the completed Debriefing Summary form to the HERO, and complete the necessary review.
- Inform Patient Relations of the event. If a Security standby will be needed for the patient's future visits, request that an FYI flag be created to appear in the patient's Storyboard and alert PSS staff to inform the Clinic Manager that a new appointment has been scheduled.