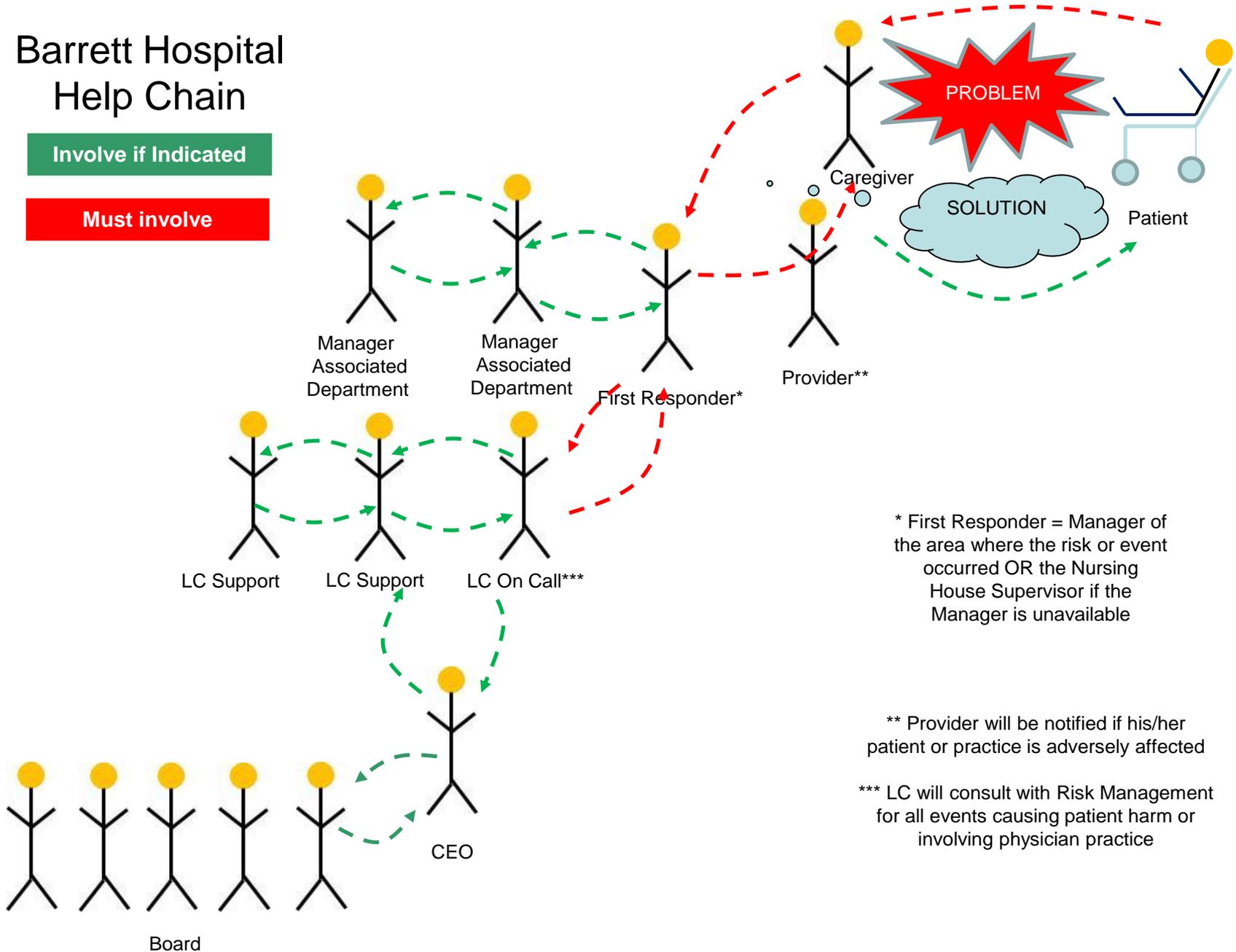


Barrett Hospital Help Chain

Involve if Indicated

Must involve



* First Responder = Manager of the area where the risk or event occurred OR the Nursing House Supervisor if the Manager is unavailable

** Provider will be notified if his/her patient or practice is adversely affected

*** LC will consult with Risk Management for all events causing patient harm or involving physician practice

CAREGIVER

Identify risk or harm event

Meet immediate need of person involved

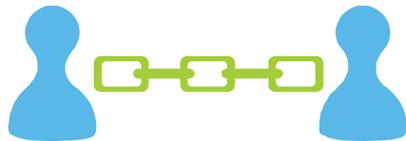
Initiate the Help Chain by notifying a First Responder (Manager or House Supervisor)

Provide specific details about the problem

Assist in getting to the Root Cause using the 5 Why Process

Help develop solutions to eliminate the specific Root Cause of the problem

* First Responder = Manager of the area where the risk or event occurred OR the Nursing House Supervisor if the Manager is unavailable



FIRST RESPONDER

Thank the caregiver

Ensure the immediate need has been met

Contact the Administrator on Call

Go to "Gemba" to gather details about the problem

Complete the Help Chain Alert Form & route to Quality Services within 24 hours

Initiate the 5 Why Process to get to the Root Cause using the A3 template

If the problem crosses over to another area, contact the manager of that area, bring them to Gemba, and share the known details

Develop an experiment/ solution to prevent recurrence with the people that do the work (ensure all stakeholders are considered and included)

Create an action plan to test the experiment/ solution

Remove barriers to solutions & ensure solutions are communicated and carried out – close the loop

Use the Help Chain to request assistance if needed

* Gemba = location where the risk or event occurred

ADMINISTRATOR ON CALL

Thank the caregiver & the First Responder

Go to "Gemba" to gather details about the problem

Facilitate & coach the 5 Why Process to get to the Root Cause using the A3 template

Contact the LC support for the involved area(s) and the Provider if indicated, bring them to Gemba, share the known details, and elicit their help

Facilitate & coach the development of an experiment/ solution to prevent recurrence with the people that do the work (ensure all stakeholders are considered and included*** Notify provider if his/her patient or practice is adversely affected and consult with Risk Management for all events causing patient harm or involving physician practice

Facilitate & coach the creation of an action plan to test the experiment/ solution

Remove barriers to solutions & facilitate/coach follow through – ensure loop closure

Complete the A3 Template & route to Quality Services within 48 hours

Use the Help Chain to request assistance if needed

INVOLVED MANAGER(S)

Thank the caregiver & First Responder

Go to “Gemba” to gather details about the problem

Continue the 5 Why Process to get to the Root Cause in your area using the A3 template

If the problem crosses over to another area, contact the manager of that area, bring them to Gemba, and share the known details

Develop an experiment/ solution to prevent recurrence with the people that do the work (ensure all stakeholders are considered and included)

Create an action plan to test the experiment/ solution

Remove barriers to solutions & ensure solutions are communicated and carried out – close the loop

Use the Help Chain to request assistance if needed

LC SUPPORT

Thank the caregiver, the First Responder, & involved managers

Go to “Gemba” to gather details about the problem

Facilitate & coach the 5 Why Process to get to the Root Cause using the A3 template

Contact the LC support for other involved area(s), bring them to Gemba, share the known details, and elicit their help

Facilitate & coach the development of an experiment/ solution to prevent recurrence with the people that do the work (ensure all stakeholders are considered and included)

Facilitate & coach the creation of an action plan to test the experiment/ solution

Remove barriers to solutions & facilitate/coach follow through – ensure loop closure

Complete the A3 Template & route to Quality Services within 48 hours

Use the Help Chain to request assistance if needed

CEO

Thank the caregiver, the First Responder, involved managers, & LC support

Remove barriers to solutions & facilitate/coach follow through – ensure loop closure

Use the Help Chain to request assistance if needed

BOARD

Thank the caregiver, the First Responder, involved managers, & LC support

Remove barriers to solutions & facilitate/coach follow through – ensure loop closure

