

**GENERAL FACILITY ADMINISTRATION ISSUES –
REVIEW BI-YEARLY OR AS NEEDED**

ANALYSIS QUESTION	PROMPTS	ANALYSIS AND ACTION
How does organization deal with staffing contingencies?	Describe use of alternate staffing and were these contingences a factor in the events? e.g. agency nurse, mandatory overtime.	
Is the physical environment appropriate for this situation?	What processes are in place to evaluate needs and mitigate environmental risks? Are contracts and procedures for patient transfer in place? Are alternative transfer methods identified? Is there a back-up paging and notification system? Was there an environment risk involved in the event that was not previously identified?	
How does the organization's culture support risk reduction?	How does the overall culture encourage change? Are suggestions and warnings from staff regarding risky situations or problematic areas solicited? How is safety measured? How are changes implemented?	
What are the barriers to communication of potential risk factors?	Describe specific communication barriers among caregivers that have been identified by the facility: e.g. intimidation.	
How is the prevention of adverse outcomes communicated as a high priority?	Describe procedure for adverse outcome and leadership's role.	
How can orientation and in-service training be revised to reduce the risk of such events in the future?	Describe how staff education needs are evaluated and relevance to the event.	
Was technology used as intended in the event? Could technology be redesigned to reduce future risk?	e.g. telemedicine, medication delivery systems, EMR.	