

Part A

Creating the right foundations



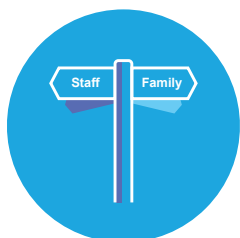
Leadership

Managers and leaders should demonstrate their commitment to compassionate engagement and involvement in their words and actions.



Training and competencies

PSIRF sets specific expectations regarding training required for engaging and involving those affected by patient safety incidents.



Support systems

Families and staff may need to be signposted to support at any point during engagement or involvement in a learning response.



Ensuring inclusivity

Engagement and involvement must take into account individual needs. Organisations should consider this in the design and delivery of their service.



Information resources

Those affected by a patient safety incident must have clear information about the purpose of a learning response, and what to expect from the process.



Processes for seeking and acting on feedback

Organisations must assess the progression and outcome of engaging with those affected by a patient safety incident and their involvement in a learning response.



Processes for managing dissatisfaction

When the expectations of those affected are not met, families and staff must be given meaningful, truthful and clear explanations as to why this was not possible.