



Care Clinic

Standard Operating Procedure

Unexpected Events

Initiated November 2023

Purpose

The purpose of this SOP is to outline the Care Clinics response to an unexpected event impacting the clinic, i.e., loss of a patient, unsafe situations. It is recognized that through the nature of the care provided, these sorts of situations can have an impact on the staff who provide clinical and supportive care to the patients.

Procedure

1. When situations arise where staff feel unsafe or experience an unexpected event that resulted in the disruption of delivery of patient care, and/or patient or staff safety, the direct supervisor or designee and Program Director shall be made aware at the first available opportunity.
2. A staff debriefing shall be conducted following an incident. This debriefing shall focus on the circumstances of the event, clinic processes and protocols with the intent of learning and improving safety in the clinic.
3. In situations where clinic staff is notified of a patients' passing, individual receiving notification will immediately notify Program Director, Clinic Supervisor, or designee. Due to the sensitivity of this information, clinical treatment and support staff will be notified by program leadership at an appropriate time and space.
4. Clinical Leadership will take care to notify treatment and support staff to limit the impact on the employee's ability to continue their shift, ideally within the same day of learning of patients passing.
5. In circumstances where the patients passing is unexpected and is having a negative impact on the employee, the employee, at the discretion of program leadership will be offered one administrative day to process the passing of the patient and to tend to their own emotional needs.
6. In the event the employee requires additional time away, this request shall be made to the employee's direct supervisor or designee and shall not exceed two days.
7. Approval for such requests will be contingent on the operational needs of the clinic and the employee's paid benefit leave.

8. If the employee requires additional time away than what is outlined above, the employee shall follow up with their direct supervisor, or designee.
9. Resources such as EAP and local mental health agencies will be made available to any employee in need.
10. Staff debriefing shall be made available to those who wish to participate.
11. Staff debriefing is not intended to be therapy or counseling.
12. Documentation of the death will be made in the patient clinical record utilizing the “Flags” under “Patient Options.”
 - a. Patient Status
 - b. Enter “Deceased”
 - c. Click “Accept”
 - d. Click “yes” after reading the warning.

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Revised: