Organization Self-Assessment on the NPSF Lucian Leape Institute’s Five Transforming Concepts

This self-assessment questionnaire is provided as an adjunct to Transforming Health Care: A Compendium of Reports from the NPSF Lucian Leape Institute.* It is intended to be a tool for leaders of health care organizations to begin a review of their organization’s progress toward improved patient and workforce safety, and to inform discussions, set work priorities, and make what may sometimes be difficult decisions that will help them advance toward safer care.

After reading Transforming Health Care, leaders, frontline managers, and staff should anonymously complete the below evaluation. Leaders should then compare all responses to the 15 assessment questions. Any question that receives a negative response or on which there is not consensus may indicate a potential safety gap and an opportunity for improvement. To further address these opportunities, leaders and managers may access the full reports on each of the transforming concepts and additional resources from the Lucian Leape Institute available at npsf.org/LLIreports.

### Transparency in Health Care

#### Organization Self-Assessment Tool

*Do you have processes and measures in place that ensure that...*

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1. Leaders in your organization are held accountable for their role in eliminating harm to patients and to the workforce, through embodiment of shared core values including transparency and respect?

2. Your organization consistently applies principles and programs related to disclosure and apology?

3. Your organization publicly displays patient and workforce safety and quality measures in a meaningful and clear way (e.g. online)?

Questions based on the recommendations in *Shining a Light: Safer Health Care Through Transparency*

### Patient and Family Engagement

#### Organization Self-Assessment Tool

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1. Patients and families are meaningfully involved in all organizational activities, including representation on boards and committees, in safety and process improvement and care redesign efforts, and as advisors for all major services, departments, and practices?

2. Your organization provides training and education to all staff on communication skills, specifically as they relate to shared decision making?

3. Your organization uses tools like Ask Me 3™ to provide patients with information about their care at an appropriate health literacy level?

Questions based on the recommendations in *Safety Is Personal: Partnering with Patients and Families for the Safest Care*

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### Joy and Meaning in Work

**Organization Self-Assessment Tool**

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1. Your organization recognizes and celebrates the work and accomplishments of your workforce regularly and with high visibility?  

2. Leaders in your organization have a systematic process for addressing physically or emotionally disruptive and disrespectful behaviors toward all employees, regardless of role or tenure?  

3. Your organization completes patient safety culture surveys and reports results as well as plans for improvement for elimination of physical and emotional harm to your board and employees?  

Questions based on the recommendations in *Through the Eyes of the Workforce: Creating Joy, Meaning, and Safer Health Care*

### Care Integration

**Organization Self-Assessment Tool**

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1. Your organization has a standardized and clear handoff process when transitioning an individual's care between providers and specialists?  

2. Your organization provides patients with easy access to their health records, including up-to-date medications, allergies, discharge instructions, key contacts, procedures, observations, and tests and imaging results?  

3. Your organization involves patients and families in interdisciplinary bedside rounds and handoff processes?  

Questions based on the recommendations in *Order from Chaos: Accelerating Care Integration*

### Medical and Continuing Education Reform

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1. Does the resident selection process at your organization focus on professionalism and skills that promote and ensure safe patient and workforce practices?  

2. Does your organization use specific programs and learning opportunities (e.g., Team STEPPS) to promote the development and display of teamwork?  

3. Does your organization provide continuing education resources for staff and learners (e.g., residents, medical students, nurses, other allied health professionals) to support education and training around patient and workforce safety (e.g., simulation)?  

Questions based on the recommendations in *Unmet Needs: Teaching Physicians to Provide Safe Patient Care*

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*National Patient Safety Foundation’s Lucian Leape Institute. 2016. npsf.org/LLI*