

Operational Reliability Check-In

An operational checklist, not a medical one. This is the kind of audit a reliable system runs on itself, adapted for a family running one. Work through it every few months, and after any change in the care arrangement.

1. Does everyone involved have the same, current medication list?
2. Who notices if something changes, and how would they tell anyone?
3. Who has authority to act on a decision, as opposed to an opinion about it?
4. What happens if the primary caregiver is hospitalized?
5. What happens if a hired caregiver does not show up?
6. Who updates family members who live far away, and how often?
7. Who reconciles it when two providers give conflicting advice?
8. What happens after hours, when no office is open?
9. What happens during a holiday or vacation, when the usual backup is not available?
10. When was any of this last tested, rather than assumed to work?

Date completed:

GAPS FOUND, AND WHO IS FIXING THEM