

Patient Quality and Safety Frontier Framework Assessment Toolkit

I. Strategic Framework Overview

This toolkit supports implementation and evaluation of the three-step framework designed to accelerate patient quality and safety transformation (Identify the Customer, Implement Essential Components, Operationalizing the Framework).

II. Organizational Self-Assessment Checklist

Each item evaluates whether the health system has implemented core framework components. Select the response that best represents your organization’s performance for each item.



Fully Implemented
Fully adopted across all relevant units



Partially Implemented
Adopted in select areas; not yet universal



Planning to Implement
In development, not yet operational



Not Implemented
No current plans or systems in place

	Fully Implemented	Partially Implemented	Planning to Implement	Not Implemented
1. Identify the Customer				
<input type="checkbox"/> Community health needs assessments are conducted.				
<input type="checkbox"/> Patient demographic data are analyzed.				
<input type="checkbox"/> Business development insights are applied.				
2. Operating System				
<input type="checkbox"/> Transparent safety reporting systems are in place.				
<input type="checkbox"/> Harm classification models are utilized.				
<input type="checkbox"/> Psychological safety structures are present.				
<input type="checkbox"/> Just Culture concepts are integrated organization-wide.				
3. Data System				
<input type="checkbox"/> Safety and clinical quality data are maintained.				
<input type="checkbox"/> Predictive analytics are used for risk mitigation.				
<input type="checkbox"/> Benchmarks are used for performance comparison.				



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4. Management System

<input type="checkbox"/> Culture of continuous learning and improvement, integrated organization-wide.				
<input type="checkbox"/> Team training and scientific problem-solving are emphasized.				
<input type="checkbox"/> Leadership structures are aligned with frontline priorities				

5. Operationalization

<input type="checkbox"/> Daily leadership safety meetings are established.				
<input type="checkbox"/> Electronic reporting tools are adopted.				
<input type="checkbox"/> Multidisciplinary SERTs are conducted.				
<input type="checkbox"/> RCA and Action Plans are implemented.				
<input type="checkbox"/> Executive/board patient safety reviews are standardized.				

IV. Summary Analysis

After completing the checklist, tally areas of strength and opportunity. Use insights to guide improvement priorities, stakeholder engagement, and strategic planning.