Roles of Staff and Patients within Patient Safety Rounds

- **Coordinator** – The Coordinator oversaw the patient interview component of the Patient Safety Rounds program. The Coordinator’s responsibilities included serving as a resource to the volunteers who conduct the patient interviews (see Patient/Family Safety Liaisons, below), scheduling and coordinating patient interviews in clinical areas, and entering interview data into the Patient Safety Rounds database. At Dana-Farber Cancer Institute (DFCI), the Coordinator position was one individual’s primary job responsibility.

- **Risk Manager** – The job of administering Patient Safety Rounds with staff must belong to one individual. At DFCI, this individual is the Risk Manager, who fulfills this role along with her other responsibilities. As the program administrator, the Risk Manager conducts Patient Safety Rounds with staff, enters data obtained from staff into the Patient Safety Rounds database, generates reports from the data, and facilitates an interdisciplinary review of the findings.

- **Clinician Champion** – The Clinician Champion serves as a link between the Risk Manager (or whoever leads Patient Safety Rounds) and the staff on the unit. Each unit has its own Clinician Champion. At DFCI, the role is typically filled by a nurse, but it may be filled by any clinician – such as a pharmacist, physician, or respiratory therapist – who provides direct patient care. It is important that local and senior level managers support those in the Clinician Champion role by assuring that Clinician Champions have sufficient time to fulfill their role responsibilities and by fostering support among the rest of the staff. (The Clinician Champion role is described in more detail in section IV of the Toolkit.)

- **Patient/Family Safety Liaison** – The Patient/Family Safety Liaisons (also referred to as “Liaisons”) are those patients and family members who were selected to interview patients about their perceptions of safe care. The Liaisons are selected by representatives from the Patient Safety Rounds program and receive education and special training before conducting patient interviews. (See sections V and VI of this Toolkit for more information about the Liaison role.)

- **Patient Safety Rounds Team** – Patient Safety Rounds with staff are typically conducted by a team that is led by the Risk Manager and that includes the unit’s Clinician Champion, a pharmacist, and the unit’s nurse manager or charge nurse. In the Toolkit, the term “Patient Safety Rounds Team” is used to describe this group of individuals.