

UNIVERSITY OF UTAH HEALTH

Team Support Checklist: Employee Death

For phone numbers not listed below call the Hospital Operator at **801-581-2121**.



Note: Please ask yourself, "Am I in a state to be managing this checklist right now?" It's ok if you're not. You can delegate this checklist to a person further removed from the situation (ex. go up chain of command).

01 | ASSESS IMMEDIATE NEEDS

Assignee Name _____

Contact information _____

- Gather a response team and coordinate response tasks listed in this document
- Send initial communication of death to team members*
- Assess employee(s) current status/needs*
- Request administrative support
- Update Hospital Supervisor (inpatient) or Administrator-on-call (ambulatory)
- Contact staffing coordinator if additional staff is needed
- Call for Security/Police, if applicable
- Smartweb Social Work, if applicable
- Chaplain services FAITH Line at 801-213-2484, if applicable
 - Calls received after 4:30pm will be addressed the following morning.

02 | NOTIFY LEADERSHIP

Assignee Name _____

Contact information _____

- Supervisor/Manager (ask to notify director)
- Director (ask to notify executive leadership)
- Executive Director
 - Ask to consider a personal note to the family
 - Ask to connect with COO, CEO, or executive leader on call
 - Ask to update Hospital Media, if applicable
- Human Resources, if applicable
 - Call 801-581-6500 to page a member of the benefits team



It is during our darkest moments that we must focus to see the light.
-Aristotle

03 | DESIGNATE A FAMILY LIAISON

Assignee Name _____

Contact information _____

- Family liaison contacts employee family and identifies as a workplace contact*
- Employee family contact information _____

- Verify and coordinate with employee family what information should be shared to team members
- Obtain information for flowers or offerings to be sent
- Connect with team member coordinating team communication efforts

04 | UPDATE TEAM MEMBERS

Assignee Name _____

Contact information _____

- Connect with family liaison to get information to be shared on behalf of the employee
- Create written communication to send via email and/or text
- Offer name and contact information for employee inquiries
- Relay inquiries to response team members

05 | SET UP SUPPORT

Assignee Name _____

Contact information _____

- Contact the Resiliency Center at 801-213-3403 or resiliencycenter@hsc.utah.edu
 - Request a facilitated debriefing for the affected team
 - Request a meal for the team or unit
 - Lavender Response
 - Activate individual support
- For immediate group debrief and/or individual support on weekends/night shift
- Contact the Employee Assistance Program (EAP) at 800-926-9619

*See reverse side

OPTIONAL SCRIPTS

Optional scripts can be found for the topics listed below in appendix A.

- Talking points for phone call to employee family
- Death notification statement
- Unconfirmed cause of death
- Undisclosed cause of death
- Cause of death is accident

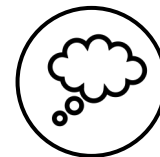
TIPS AND TALKING POINTS TO ASSIST EMPLOYEES



NORMALIZE THE STRESS RESPONSE

“We all handle stress differently. Some people may be obviously affected and others not so much. All of this is normal.”

“During the next few hours or days you might experience irritability, anxiety, guilt, numbness. Physically, you may feel achy, restless, or fatigued. Your mind might not operate the same as usual. Again, all of this is normal.”



ENCOURAGE INDIVIDUALS TO ASSESS THEIR ABILITY TO CONTINUE WORKING

“The important thing for you now is to be able to regularly check-in with yourself throughout today.”

“If you are feeling symptoms that are getting in the way of your work or are impacting your wellbeing, please let me know.”

“Remember, part of our team culture is caring for ourselves as much as caring for our patients.”

EMOTIONAL STRESS

If you are concerned about a group of employees or an individual, please contact the Resiliency Center at **801-213-3403**.

See Appendix B for a handout on coping with emotional stress.

MEDICAL STUDENTS

For specific concerns regarding medical students contact Medical Student Wellness at **801-585-1207** or regarding residents/fellows contact Graduate Medical Education Wellness at **801-213-8753**.