



The Battersea Group's Hospital Pre-Assessment Checklist

Integrating Leadership, Culture & Process into Training, Operations, and Crisis Management

Leadership & Governance

- ☐ Does the hospital have a clearly defined Zero Harm doctrine or equivalent safety mandate?
- ☐ Are executives (CEO/CMO/CNO/COO) visible and engaged in frontline operations (e.g., rounds, huddles)?
- ☐ Do department heads conduct structured shift briefs and debriefs?
- ☐ Is accountability for safety and process adherence clearly assigned across leadership tiers?
- ☐ Is there an active leadership development program (e.g., tiered training, mentoring, or crisis leadership drills)?

Culture & Workforce

- ☐ Do staff at all levels feel empowered to 'stop the line' if they see unsafe care?
- ☐ Has the hospital conducted a safety culture survey in the last 12 months?
- ☐ Are psychological safety huddles or staff well-being check-ins routine, especially post-crisis?
- ☐ Are recognition systems in place to reinforce safe behaviors and team accountability?
- ☐ Is there a structured process for monitoring and reducing turnover, burnout, and moral injury?

Process & Operational Discipline

- ☐ Are daily huddles conducted in every unit with a standard format (objective, plan, risks, review of last shift)?
- ☐ Does each department maintain an up-to-date operational playbook (SOPs, checklists, debrief guidance)?
- ☐ Are handoff checklists standardized across ED → OR → ICU → Med/Surg → Discharge?
- ☐ Are brief-execute-debrief-learn cycles built into daily workflows?
- ☐ Are high-risk processes (triage, surgery, device care, discharges) tied to CDC audit tools (e.g., ICAR, QUOTs, SSI, Sepsis bundles)?



Risk & Crisis Preparedness

- ☐ Has the hospital tested its Incident Command System (HICS) in the past 12 months?
- ☐ Are crisis playbooks (MCI, active shooter, cyberattack, fire, pandemic) documented and drilled?
- ☐ Do leaders use rapid decision models (OODA loop, Commander's Intent) in training?
- ☐ Are redundant systems (paper charting kits, backup comms, generators, supply stockpiles) pre-positioned and tested?
- ☐ Are structured After Action Reviews (AARs) conducted after drills, crises, and sentinel events?

Growth & Continuous Improvement

- ☐ Is there a balanced safety & performance dashboard (safety, culture, process, leadership metrics) reviewed monthly?
- ☐ Does the hospital maintain an annual learning calendar (quarterly reviews, training refreshes, summits)?
- ☐ Are lessons from AARs and RCAs fed back into training and playbooks within 90 days?
- ☐ Does leadership track innovation readiness (simulation, AI analytics, cross-training)?
- ☐ Are there defined strategies to sustain independence and service line growth while reducing operational risk?

Scoring/Next Steps

- High Readiness: >80% of boxes checked → Ready to embed Master Guide framework.
- Moderate Readiness: 50–80% → Requires focused interventions in weak areas.
- Low Readiness: <50% → Foundational work needed before full implementation.