

# Intro to Risk Management

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# What do you think of when you hear Risk Management?

- Something bad has happened.
- A patient has fallen or gotten injured.
- Gosh, I'm gonna get grilled in an investigation.

# Goals of Risk Management

- Make the hospital a safe place for the patients;
- Set staff up for success with processes that work;
- Reduce risk and liability through educating staff;
- Create statistical reports that represent trends in various types of events.

# Main Types of Risk Management Events

- Medication Errors
- Falls
- Policy & Procedure

# Patient Identification Policy

## PC-47

- Identifiers: Patient name and date of birth
- ALWAYS confirm accurate identification utilizing bracelet in interactive manner
- If patient unable to answer verify with family or at least 2 staff members.

# Incident Documentation

## EC-15

- Report ANY unsafe condition or unusual occurrence
- Remain objective
- Never refer to making a risk management report in the chart
- Only staff are allowed to make the report, do not give to patient families to fill out

# Sentinel Event/Med Error Investigation

## PI-4

- Unexpected occurrences
  - Hospital Acquired Infections (HAI)
  - Blood group incompatibilities while receiving blood products
  - Abduction of any patient
  - Discharging a patient to the wrong family
- Significant variation in patient care
- Significant medical errors

# Medical Staff Sequence of Resp. LD-2

## Regarding Patient Status Change

- The Physician's Associates
- Chief of the Department involved
- Vice-Chief of the Department involved
- Chief of Staff
- Vice-Chief of Staff
- Secretary of the Medical Staff

# Policy Locations

- CVMC Intranet
- Executive Office
- AOD Office

# Complaints/Grievances

- Be ABLE
  - A: Acknowledge and apologize sincerely
  - B: Be calm and understanding
  - L: Listen
  - E: Explain what you will do & follow up

# Orders and Documentation

- Verbal orders are ONLY for emergent scenarios due to risks
- Document accurately

# Utilize CUSS when concerned about patient safety

- **C** – “I’m **C**oncerned.”
- **U** – “This makes me **U**ncomfortable.”
- **S** – “This is a **S**afety issue!”
- **S** – “Let’s **S**top and think about this.”

# Risk Management Reporting Demo



I-Sight is located on the intranet....