



Capital Health Job Descriptions

JOB TITLE:	Dir Risk Management
COST CENTER:	000000
JOB CODE:	11200
FLSA Exemption Status:	Exempt

SUMMARY (Basic Purpose of the Job)

Leads Capital Health's (CH) risk management activities. Directs others within CH towards risk prevention, risk/exposure identification, risk/exposure minimization and process improvements that will support the reduction of medical/health care errors and other factors that contribute to unintended adverse patient outcomes. Administers the daily functions of the risk management program; manages claims against the facility, its employees and staff; manages and analyzes risk management data; conducts risk management educational programs; provides risk management perspective on organization's initiatives and situations; and complies with risk management standards of the Joint Commission and other state and regulatory agencies, all with the objective of promoting patient safety, enhancing quality of care, and controlling and minimizing loss to protect the assets of CH.

MINIMUM REQUIREMENTS

Education:	Graduate from accredited nursing program or Master's Degree.
Experience:	Five years Risk Management or Quality Improvement activities experience in an acute care environment. Three years in a risk management leadership role.
Other Credentials:	
Knowledge and Skills:	Effective verbal, written, presentation skills. Possesses solid interpersonal and organizational skills. Demonstrated analytical and interpretative skills. Knowledge of risk identification and prevention techniques of healthcare facility operations, functions, and staffing requirements, of medical/professional staff by-laws and governing board issues of insurance and loss control theory and practice in a healthcare environment. Knowledge of the principles and procedures for the investigation and processing of professional liability/medical malpractice claims.
Special Training:	Excellent computer skills with demonstrated spreadsheet and database competency. Familiarity with statistical and/or actuarial methods. Proven proficiency in process improvement, system redesign, and change management.
Mental, Behavioral and Emotional Abilities:	
Usual Work Day:	8 Hours

Reporting Relationships

Does this position formally supervise employees? Yes

ESSENTIAL FUNCTIONS

- Directs staff and/or others in the investigation, support and follow up of adverse events including interviews, chart reviews, documentation, and disclosures. Oversees all aspects of risk identification and management for the organization's loss control program.
- Provides advice, counsel and direction to associates, physicians, multidisciplinary committees and teams at all levels of CH related to a wide range of issues including but not limited to the following: Reportable incidents; Guardianship, custody, consent; Site specific policy and procedure development; Implementation and interpretation; Program development; Risk mitigation and reduction strategies for events and exposures related to patients, visitors and associates; Alerts and recalls process for medical devices, supplies, equipment and medication; Patient grievances and complaints; Potential abuse and neglect cases.
- Participates in due diligence and considers potential liability for new clinical services, delivery models, and collaborative clinical agreements. Conducts root cause analyses in response to unexpected occurrences which caused or may cause serious physical injury.
- Tracks and analyzes data for trending and develops appropriate action plans and risk modification strategies. Oversees the collection, management, analysis and dissemination of incident report data. Analyzes CH acquired conditions, validation of compliance with bundles and determination of corrective action plans as necessary.
- Conducts system-wide loss prevention and control activities including orientation programs and ongoing educational programs. Identifies, develops, coordinates, and provides education related to risk identification, prevention and reduction.
- Under the direction, supervision and control of the Office of General Counsel, investigates serious clinical events, keeps senior management and others apprised of such events, preserves evidence, complies with reporting requirements to state and federal agencies, ensures proper reporting to insurance carriers, assists defense counsel in all aspects of litigation defense, and supports the administration of the Joint Insurance Program.

- Assures Risk Management staffing on various multidisciplinary committees including Patient Safety, Health Information Management, Infection Prevention and Control, etc.
 - Cultivates relationships with clinical staff at all levels to enhance reporting of clinical events by providing daily advice on all matters of a medical legal nature including challenging patient/family issues, staff discord issues, and other urgent patient issues. Provides advice to Guest Relations during resolution of patient complaints and billing disputes, and makes referrals to in-house counsel when appropriate.
 - Leads, mentors and develops risk management staff. Prepares budgets and keeps abreast of all relevant regulatory and statutory changes that affect Capital Health's clinical risk management program.
 - Develops local and national risk management peer contacts. Communicates with Board level, as needed.
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PHYSICAL DEMANDS AND WORK ENVIRONMENT

Frequent physical demands include:

Occasional physical demands include: Standing , Walking , Climbing (e.g., stairs or ladders) , Carry objects , Push/Pull , Twisting , Bending , Reaching forward , Reaching overhead , Squat/kneel/crawl , Wrist position deviation , Pinching/fine motor activities

Continuous physical demands include: Sitting , Keyboard use/repetitive motion , Taste or Smell , Talk or Hear

Lifting Floor to Waist 15 lbs. Lifting Waist Level and Above 10 lbs.

Sensory Requirements include: Accurate Near Vision, Accurate Far Vision, Color Discrimination, Accurate Depth Perception, Accurate Hearing

Anticipated Occupational Exposure Risks Include the following: Bloodborne Pathogens , Chemical , Airborne Communicable Disease , Extreme Temperatures , Radiation , Uneven Surfaces or Elevations , Extreme Noise Levels , Dust/Particulate Matter

Interested candidates should respond to agladney@capitalhealth.org and copy his assistant, Judith E. Ruffing at Jruffing@capitalhealth.org