

# White Plains Hospital Job Description

**Title:** Risk Manager **Job Code:** 100182  
**Department/Location:** Quality Resource Management **FLSA Status:** Exempt  
**Reports to:** Director Risk Management / Compliance Officer

## Position Summary

Administering the risk management program on a day-to-day basis, managing and analyzing risk management data and conducting risk management educational programs. Participate in formulating policy and / organizational changes but must seek advice and approval from Director of Risk Management.

## Essential Functions and Responsibilities Includes the Following:

1. Understands and adheres to the WPH Performance Standards, Policies and Behaviors.
2. Coordinate and manage facility-wide process for risk identification, investigation, and reduction; performs risk surveys and inspects patient care areas.
3. Receives complaints / claims related to professional and general liability and transmits that information to the appropriate administrative representative, insurance carrier or legal counsel.
4. Collects, evaluates, and distributes relevant data concerning patient injuries; aggregate data summaries; monthly trend analyses of incidents, claim profiles.
5. Maintain statistical trending of losses and other risk management data.
6. With the Director of Patient Advocacy reviews patient complaints that maybe the source of potential legal action; discusses and offers solutions when possible to resolve with patient and or family any grievances perceived as potential liability.
7. Lead / facilitate RCA and FMEAs.
8. Participates on committees directed toward promoting patient safety issues.
9. Performs all other related duties as assigned.

## Education & Experience Requirements

Bachelor's Degree- healthcare related

Master's Degree preferred

Certification – CPHRM preferred

## Core Competencies

Strong Written and Oral Communications Skills

Presentation Skills

Team Player

Ability to influence change without direct authority,

Sound Negotiation Skills.

## Physical/Mental Demands/Requirements & Work Environment

- May be exposed to chemicals necessary to perform required tasks. Any hazardous chemicals the employee may be exposed to are listed in the hospital's SDS (Safety Data Sheet) data base and may be accessed through the hospital's Intranet site (Employee Tools/SDS Access). A copy of the SDS data base can also be found at the hospital switchboard, saved on a disc.
- Frequent sitting for extended periods of time.
- Ability to move about the office.
- Ability to constantly manage competing priorities.
- Constantly operates computers and other office equipment as required.
- Ability to travel to and from different hospital offsite locations with minimal notice.
- Must be able to adapt in a high stress environment with frequent interruptions.

## Primary Population Served

Check appropriate box(s) below:

|  |   |
|--|---|
| <input checked="" type="checkbox"/> Neonatal (birth – 28 days)                           | <input checked="" type="checkbox"/> Patients with exceptional communication needs |
| <input checked="" type="checkbox"/> Infant (29 days – less than 1 year)                  | <input checked="" type="checkbox"/> Patients with developmental delays            |
| <input checked="" type="checkbox"/> Pediatric (1 – 12 years)                             | <input checked="" type="checkbox"/> Patients at end of life                       |
| <input checked="" type="checkbox"/> Adolescent (13 – 17 years)                           | <input checked="" type="checkbox"/> Patients under isolation precautions          |
| <input checked="" type="checkbox"/> Adult (18 – 64 years)                                | <input checked="" type="checkbox"/> Patients with cultural needs                  |
| <input checked="" type="checkbox"/> Geriatric (> 65 years)                               | <input checked="" type="checkbox"/> All populations                               |
| <input checked="" type="checkbox"/> Bariatric Patients with weight related comorbidities | <input checked="" type="checkbox"/> Non-patient care population                   |

***The responsibilities and tasks outlined in this job description are not exhaustive and may change as determined by the needs of White Plains Hospital.***