

**REGIONAL MEDICAL CENTER
RISK MANAGER JOB DESCRIPTION**

Department: Quality Improvement

Division: Human Resources

Job Title: Risk Manager

Shift: Day

Reports To: PROPER POSITION

Approved:	08/87
Reviewed:	03/96
Job Class:	210
Salary Gr:	17

BASIC CONDITIONS OF EMPLOYMENT:

Basic Conditions of Employment form the fundamental performance requirements for continued employment. To support and fulfill the mission and purpose of NAME OF HOSPITAL it is expected that all employees, regardless of job title, perform their job duties in a professional manner; this expectation includes awareness of and high quality service to our many customers, developing and maintaining job competence, ethical personal behavior, the development and maintenance of supportive and caring relationships with others at work and basic professional morality. Meeting these expectations is a minimum requirement for continued employment.

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BASIC CONDITIONS OF EMPLOYMENT STANDARDS:

- 1. CUSTOMER SERVICE: Identify customer groups, and assess service needs. Meet or exceed customer needs in a caring, efficient and cost effective manner.**
- 2. QUALITY: Maintain levels of quality of service/product which meet or exceed customer expectations through demonstrated contributions to Total Quality (TQ) via participation of supervised area in TQ training (e.g. TQA, QAT, QMS, etc.); and actual process improvements**
- 3. PROFESSIONAL CONDUCT: Participate in the review and revision of professional standards. Comply with established professional standards. Maintain confidentiality of patient and employee information.**
- 4. PERSONAL CONDUCT: Engage in personal conduct at work that is legal, ethical and moral, dependable and reliable. Develop and maintain positive interpersonal work relationships with others. Demonstrate appropriate dress and personal**

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hygiene. Accept direction and provide direction in a cooperative and positive manner. Demonstrate honesty at work.

5. **COMPETENCY: Develop and maintain skills, knowledge and abilities required for adequate performance of assigned job duties.**

SCOPE AND PURPOSE:

Develops and implements comprehensive risk management and loss control programs that protect institutional resources against foreseeable losses and ensures compliance with pertinent codes, laws, regulations, and standards. Interacts with all levels of staff from front-line employee to the President. Interacts with medical staff officers and departments. Handles serious patient problems, and negotiates resolutions with patients, families. Develops settlement compromises with physicians involved in claims with medical center. Provide all in-house claims management activities for all professional liability, general liability and worker's compensation suits naming the institution. Counsels and advises hospital employees who are called to testify in pre-litigation hearings, who are deposed or who testify in court. Educates and advises at all levels and in all department and divisions regarding risk exposures and methods to treat them. Represents the institution externally to governmental or regulatory agencies in lawsuits and development and promulgation of standards. Oversees nurse epidemiologist and development and implementation of infection control program. Oversees part-time safety activities of QI Coordinator. Provides direction and assistance in contract development and review process. Handles property liability claims for medical center. Interacts with, and reports to, CORPORATE Shared Services Loss Control and Risk Management Departments. Interacts with and reports to corporate counsel at HOSPITAL System. Coordinates loss control surveys performed by CORPORATE Shared Services or NAME OF Insurance Company, and prepares final reports on recommendations arising therefrom.

ESSENTIAL JOB FUNCTIONS AND STANDARDS:

1. **Occurrence Report Process (10%): Ensures existence of occurrence report procedure in all inpatient and outpatient services. Tabulates and reports data as appropriate to all involved departments. Analyzes reports for patients and develops adequate response activities to resolve identified trends. Provides tailored reports as requested by managers. Identifies major occurrences that need attention and interacts with departments, patients, physicians and/or family members.**
2. **Professional Liability/General Liability Claims Management (40%): Provides all in-house direction and support necessary for optimal management of litigated suits. Coordinates institutional responses by interacting with all departments and staff who are involved in claims. Analyzes suits for trends and develops appropriate response activities. Participates in settlement decisions with the President,**

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insurance agents and attorneys. Advises the President and Shared Services as appropriate regarding nature and severity of claims. Analyzes allegations of claims, comparing them to documentation in records and files, and advises President of institutional exposure. Prepares and counsels employees who are required to testify in PL and GL claims. Functions as institutional representative in all Pre-litigation Screening Panels, testifying as necessary. Develops suit strategy for each claim in concert with the Continental adjustor and defense counsel. Participates with the Continental Insurance Company adjustor in establishing reserves for all reported claims or serious incidents. Provides institutional responses to legal instruments like Interrogatories, Requests for Admissions, Requests for Production, etc. Educates Medical Center departments about their high risk areas and assists in developing responses for them. Advises senior management regarding developments in claims. Determines whether physicians potentially contributed to adverse outcomes and seeks contributions from physicians, or their insurance companies, who are involved in claims brought by plaintiffs.

3. **Safety Program (25%):** Oversees the medical center-wide Safety Management Program and various programs subsumed thereby. Serves by appointment of the President as Safety Officer of the Medical Center. Is empowered to take actions necessary to protect life and preserve property. Chairs the Safety Committee. Oversees function of Safety Committee and its various subcommittees. Assures compliance with JCAHO Environment of Care standards. Supervises the implementation and performance of the Hazardous Material Program and coordinates that program with the Waste Management Program. Serves as disaster Chairman, coordinating disaster plan with hospital and medical staff departments, STATE, CITY and COUNTY agencies. Provides initial orientation to all employees on safety management program, disaster plan, medical device reporting program, occurrence reporting, bomb threat plan, utilities and life safety programs, and hazardous material program. Ensures provision of same information annually to all employees as applicable.

NON-ESSENTIAL JOB FUNCTIONS:

1. **GENERAL (5%):** Follow any job-related instructions and perform any other job-related duties requested by the supervisor/director.
2. **Risk Management/Education (10%):** Tracks patterns of risk exposures in the medical center and medical staff, and provides assistance and advice on development of methods to minimize risks.

Provides inservices and updates to medical staff departments on risk managements issues in the institution. Reports quarterly to Quality Evaluation Committee of the

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Board of Trustees all major events, quality of care, life safety, and such.

3. **Insurance Program (5%):** Meets semi-annually with representatives from INSURANCE BROKER to analyze current developments in the insurance program regarding local experience as well as changes in coverage planned by the CAPTIVE INSURER and other insurers. Provides information and advice to in-house services on characteristics of all insurance coverages, including benefits, exclusions, provisions, limits, etc. Tracks regional and national trends in terms of both coverage as well as premiums and advise the President and Chief Operations Officer of significant variations. Serves as in-house claims manager for PL, GL, Workers' Comp and property claims.
4. **Master Actions Plan (5%):** Supervises medical center involvement in the CORPORATE SHARED SERVICES loss control program, called the Master Action Plan. Develops schedule with appropriate staff members and arranges for documentation review by surveyors. Analyzes final reports with appropriate groups and ensures that appropriate actions are taken in response to all recommendations. Compile various departmental responses into written summary and transmit to CORPORATE SHARED SERVICES and/or Continental Loss Adjusting Services.
5. **Contract Review Process (10%):** Assists President, Vice-Presidents and managers in analyzing and developing contracts to ensure that medical center interests are protected. Drafts new contracts as requested and obtains formal legal review.

ESSENTIAL JOB QUALIFICATIONS:

- Education:** Bachelor's degree in a health care field or law.
- Experience:** Four years experience in medical specialty and in Total Quality Improvement activities. Experience in handling and resolving patient and visitor complaints. Experience in writing policies and procedures, analyzing data and reporting findings, etc. Experience managing and supervising other employees.
- Skills:** Ability to ascertain clinical course of patient from medical record and to identify sentinel events therefrom. Wide range of public speaking and teaching experience.
- Other:** Knowledge of word processing and database management, and other software programs as used at the time in the institution.

NON-ESSENTIAL JOB QUALIFICATIONS:

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Education: Knowledge of JCAHO standards and ability to interpret them in clinical settings. Knowledge of liability statutes and litigation process.

Experience: Experience in patient complaint handling and resolution. Experience in insurance and claims handling. Experience in committee functions. Experience in problem resolution with medical staff. Experience in legal settings, testifying, being deposed, etc.

Skills: Notary public. Legal file creation and maintenance.

Other: N/A

MANDATORY CONTINUING EDUCATION/CERTIFICATION REQUIREMENTS:

Licensure: Current license not required, but previous licensure in a Medical Specialty or law is required.

First 90 days: General and Department Orientation, Infection Control, Fire and Safety Education

Within 6 mo.: TQA

Annually: Infection Control, Fire and Safety Education

Continuing Ed: N/A

IMPORTANT INFORMATION: This section describes the anticipated typical means of accomplishing the essential functions of the job. Should you be unable to accomplish any function, or to perform it in the manner described, you may request reasonable accommodation pursuant to the Americans with Disabilities Act and the Idaho Human Rights Act. Your request for reasonable accommodation should be accompanied by a description of how you propose to perform the essential function.

PHYSICAL REQUIREMENTS: In an average day the employee may be required to:

Activity	Not Required	Occasionally (1% - 33%)	Frequently (34% - 66%)	Continuously (67% - 100%)
Bend	X			
Squat	X			
Kneel	X			
Climb/Balance	X			
Push/Pull	X			
Reach above Shoulder Level	X			
Lift from High/Low Position	X			
Explain: N/A				

	Not Required	Simple Grasping (Example Writing)	Pushing/Pulling	Fine Manipulation (Example Typing)
Repetitive use of hands:				Data entry and/or word processing - 1 to 2 hours per day

	Speech	Vision	Taste	Smell	Hearing
Sensory Requirements:	Comprehensible speech required in frequent interpersonal contacts as well as legal settings	Ability to see and read much written material; ability to see fine details in technical settings, i.e. see defects in medical equipment	N/A	N/A	Normal hearing acuity required for constant personal interactions

ENVIRONMENTAL FACTORS: The employee can expect to encounter the following conditions:

Amount of Time Spent Inside: 95%			Amount of Time Spent Outside: 5%		
Temperature	Normal Range: Yes	Extreme Cold: No	Extreme Heat: No	Extreme Temperature Changes:	
	Comments: N/A				
Humidity:		Wet/Humid: No	Dry: No	Normal Range: Yes	
		Comments: N/A			
Atmospheric Conditions:	Fumes: No	Odors: No	Dusts: No	Mists: No	Gases: No
	Poor Ventilation: No	Comments: N/A			
Hazards:	Mechanical: No	Electrical: No	Burns: No	Explosives: No	Radiation: No
	Other: N/A	Comments: N/A			
Respiratory and/or Skin Irritants: No		Requires protective clothing or personal devices: No			
Comments: N/A		Comments: N/A			
Stress due to:	Staffing requirements; working holidays, weekends, varied shifts: No	Supporting sick and dying patients and their families: No		Work load: No	
Is there potential exposure to blood and body fluids: No	Exposure will be:	High (Routine exposure or potential):	Medium (No routine exposure, but may be required as condition of employment):	Low (No exposure, no requirement to be exposed as a condition of employment):	

Typical Manner of Accomplishing Essential Functions

IMPORTANT INFORMATION: This section describes the anticipated typical means of accomplishing the essential functions of the job. Should you be unable to accomplish any function, or to perform it in the manner described, you may request reasonable accommodation pursuant to the Americans with Disabilities Act and the STATE Human Rights Act [IF THERE IS ONE]. Your request for reasonable accommodation should be accompanied by a description of how you propose to perform the essential function.

Average work hours per day: 8		Shift: Day		
The job allows the employee to vary physical position or activity for comfort: Yes		Explain: Job duties can be varied to give employee change of task		
In a normal work day, the employee may be required to:	Sit: Not Required: Hours: 5	Stand: Not Required: Hours: 1	Walk: Not Required: Hours: 2	Combination Standing and Walking: Not Required: X Hours:
Maximum consecutive time (minutes/hours) required for each activity:		Sitting: 2 hours	Standing: 15 minutes	Walking: 20 minutes
In terms of an 8 hour work day the weight to be lifted is:	Not Required X	Occasionally 1% - 33%	Frequently 34% - 66%	Continuously 67% - 100%
Up to 10 lbs.				
11 to 25 lbs.				
26 to 35 lbs.				
36 to 45 lbs.				
46 to 55 lbs.				
56 to 75 lbs.				
76 to 100 lbs.				
Explain: N/A				