

School of Hard Knocks

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Deb Cooper
Rik Joppich

Conflict of Interest Disclosure

Debra Cooper and Richard Joppich do not have any real or apparent conflict(s) of interests or vested interest(s) that may have a direct bearing on the subject matter of the continuing education activity.

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Learning Objectives

This presentation will enable participants to:

- Relate the comedy & tragedy encountered in the healthcare risk manager's life.
- Apply lessons learned, tips & tricks for stress management.

The comedy & tragedy

Is risk management fun or what??

Only to maintain perspective & sanity!

but...

Usually the comedic aspect doesn't strike you until after the tragic aspects have been resolved



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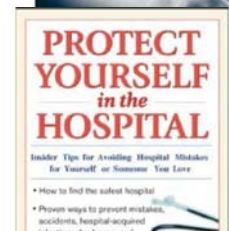
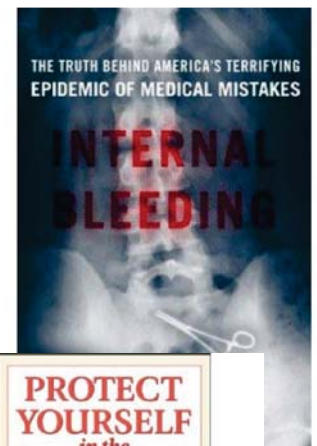
How was your day, Dear?

- **Accountability:** our jobs, or our personality, require us to be all things to all people - even grumpy people when we are grumpy.
- **Stress Relief:** what we do to not hang off the screen door!
 - Leave it at work
 - Share with others
 - Get help or get out
- **Listen, Learn, Laugh:**
 - With, not at
 - Appropriately, or stress will increase as you try to recover favor.



Healthcare Risk Management

- Focus on patient safety, quality, & learning
- Focus on detection & prevention
- Manage complaints
- Manage insurance & claims
- Different at each hospital & business



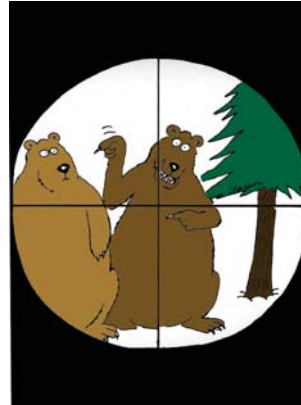
Humor Helps

- Laughter is the best medicine...unless you are sick or in labor.
- Do it privately!... what's funny to RM may be irreverent & rude to others
- MSHRM Greatest Story Award

Laughter may be the best medicine, but if you are laughing for no reason, you either need medicine or you are a Risk Manager



What is "Risk Management" anyway?



- Risk Avoidance = just don't do it.
- Risk Transfer = buy insurance, out source it
- Risk Acceptance = follow the rules & laws
- Risk Management = identify it, prevent it, learn from it



MISTER BOFFO By Joe Martin



Regulations
...we got 'em!

From A to Z

- AHA, MHA
- Bureau of Health Systems (MDCH)
- CMS, CDC
- Fire Marshall
- HIPAA, HITECH
- EMTALA, SMDA
- JC & NPSG
- MIOSHA/OSHA
- Unions
- etc.



Insurance

PEANUTS By Charles Schulz



- All kinds- PL, GL, D&O, auto, property, cyber, crime, etc.
- Event reporting requirements



General Liability



- Response to accidents on the premises
- Power doors
- Snow/ice removal
- Parking lots & garages
- Waiting rooms
- Lost & found
- All other security issues



EOC, employee safety & security



- Code Grey, Code Silver
- Active shooter drills
- Lock down



Risks of Technology

- Telephones & voice mail
- Cell phones with cameras
- Internet
- Email
- Pagers
- EMR
- HIPAA/HITECH



"Nurse, get on the internet, go to SURGERY.COM, scroll down and click on the 'Are you totally lost?' icon."

Legal Affairs

- Policies/procedures
- Contracts
- Monitoring attorney performance & cost

FRANK AND ERNEST



Lawsuits & Claims



- It's the American way
- Claims management
- CMS Section 111

Communication is everything...



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- Applies to all work places and all customers
- Confidentiality/Privacy/Security of info & work product - PHI, occurrence reporting, peer review, Patient Safety Work Product (PSWP)

HERMAN®

by Jim Unger



"That's the last time we'll use this hospital!"

Customer Expectations

- Very high in healthcare
- Often based on anything other than facts
- Many resources telling recipients of healthcare how & what to demand

"It's not the issue that's the issue. It's the way the issue is handled that becomes the issue."

~Iyanla Vanzant, Author



Disclosure of Unanticipated Outcomes: why, who, when, what?



- ❖ Because it's the right thing to do
- ❖ Make it a team effort
- ❖ a.k.a Don't blurt too soon
- ❖ The truth won't come back to haunt you



Reputation – corporate & your own!



- Greatest asset, quickest loss
- Advertising
- Publicity – proactive & reactive
- Defamation, slander, liable



Is Data a 4-letter word?



"Health statistics represent people with the tears wiped off"

Sir Austin Bradford Hill
Sir Austin Bradford Hill FRS (8 July 1897 - 18 April 1991), English epidemiologist and statistician, pioneered the randomized clinical trial



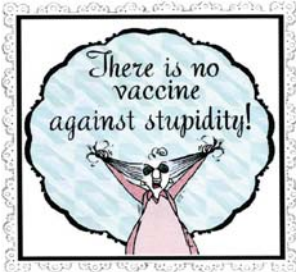
Risk Management assistance

available from hospitals or insurance co.

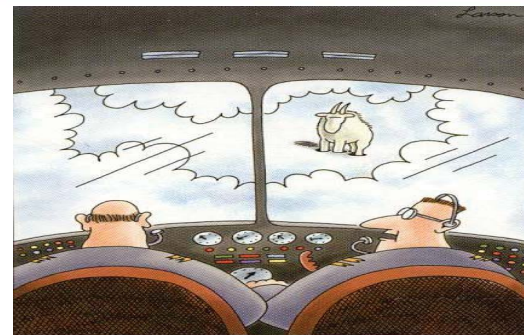
Consult Risk Management regarding patient complaints, safety concerns, unexpected outcomes & complications, injuries, documentation dilemmas, confidentiality, recipient rights, legal procedure, threats/notice of lawsuit, or if questions on any of the previous reminders.



Off the wall...



PLEASE DO NOT ANNOY, TORMENT, PESTER, PLAGUE, MOLEST, WORRY, BADGER, HARRY, HARASS, HECKLE, PERSECUTE, IRK, BULLYRAG, VEX, DISQUIET, GRATE, BESET, BOTHER, TEASE, NETTLE, TANTALIZE OR RUFFLE THE RISK Mgr
SAN DIEGO ZOO
SAN DIEGO WILD ANIMAL PARK



Hey... what's a mountain goat doing way up here in a cloud bank?

Questions?

