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.

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

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
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

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

MSHRM

Insurance
- 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

Legal Affairs

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

Lawsuits & Claims

• It’s the American way
• Claims management
• CMS Section 111

Communication is everything...

• 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)

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...

Questions?