

JOB DESCRIPTION

Title: Director of Risk Management

Reports To: Chief Risk Officer

Department: Risk Management

FLSA Status: Exempt

Purpose: The Director of Risk Management is responsible for the Clinical Risk Management activities at all Health Quest entities. The activities include the identification, evaluation and mitigation of loss exposures. The Director develops and manages a systematic process across all levels of the institution, to identify, analyze and act upon actual and potential exposures to the organization with a goal of improved patient safety and protection of the organization's assets. This is accomplished through education and collaboration with managers, executives and departments.

Span of Control: Risk Managers

Essential Responsibilities:

1. Review all reports of risk incidents on a timely basis and evaluate them to identify those that have actual or potential patient injury and follow up as necessary.
2. Interact with patients and families on complaints of substandard care, injury and other concerns in collaboration with nursing, physicians, managers and Patient Advocates.
 - a. Develop a rounding process to demonstrate that the risk manager is an accessible and approachable resource for physicians, nurses, managers and other personnel.
3. Develop a systematic process to assure that incidents are reported to the appropriate managers and Quality/Patient Safety Committee for process improvement and follow up.
4. Investigate incidents/adverse events to identify potential or actual claims and report them to the Claims Administrator.
5. Identify trends and risk mitigation opportunities ensuring implementation at all levels of and across the organization.
6. Educate staff and physicians on Risk Management strategies to mitigate loss and improve reporting in a just culture. Develop an education plan in collaboration with Education Department utilizing classroom training, internet and other techniques.
7. Collaborate with Quality, Patient Safety and Patient Advocates and all levels of the organization to assure that incidents are properly reported to regulatory agencies as required. Participate in committees dedicated to improving patient, employee and visitor safety and satisfaction. Assist with RCA process when appropriate and/or requested by Quality/Patient Safety.
8. Collect and analyze risk data and complete Risk Management reports to present to the appropriate managers and committees.
 - a. Direct the collection of information requested from legal counsel and claims administrator.
9. Oversee day-to-day operations within span of control, resolving problems as necessary, and ensuring that operations are efficient, compliant, safe, and of the highest possible quality.

JOB DESCRIPTION

Optimize management structures and workflows within span of control to continually improve quality and efficiency.

10. Establish annual goals and measures of performance for functions within the span of control, including key financial metrics
11. Develop and implement appropriate policies and procedures and participate in development of institutional policies and procedures from a risk management perspective
 - a. Evaluate requests for information from attorneys, patients and other parties, and coordinate the release of appropriate information.
12. Comply with all Health Quest and affiliate policies and ensure compliance with all applicable law and regulation.
13. Maintain contemporary professional knowledge and education.
14. Demonstrates regular, reliable and predictable attendance
15. Performs other duties as required

Leadership Skill Requirements:

- **Maintain and Model REACH Values:** (Respect, Excellence, Accountability, Compassion, Honor) .
- **Action and Results-Oriented:** Ability to establish key goals, drive and track results among multiple decision-makers and stakeholders and meet deadlines in a fast-moving environment.
- **Political Savvy and Diplomacy:**
 - Ability to maneuver through complex, politically-charged situations and understand the dynamics and culture of the organization.
 - Ability to anticipate problems and negotiate solutions with peers and senior leadership and other key stakeholders.
- **Ability to Build Relationships Through Integrity and Trust:**
 - Ability to quickly gain the trust and respect of others, drive collaboration, build a teamwork environment, search for the win/win scenarios.
- **Influencing Skills:** Ability to lead an organization using influence, rather than possessing direct authority of others, being sensitive, yet direct in both verbal and written communications.
- **Managing Complexity:** Ability to lead and drive results in a complex organization, achieving alignment between often conflicting priorities, initiatives and people.

Functional/Technical Skills Requirements:

- **Health Care and HIT Expertise:** Comprehensive understanding of operational health care delivery systems and the current health care landscape. Skills and experience with developing competitive business strategies for health care. Skills and experience with the operational aspects of health care technology deployment. Familiarity and comfort with technology-based operational improvement. Health care management or consulting experience preferred.
- **Analytics and Strategy:** Expertise in developing and executing data-driven approaches to enhancing business decision-making and improving operational performance (preferably in healthcare). Advanced knowledge of business intelligence best practices, familiarity with fact-based management tools and techniques to drive strategies and a continuous improvement culture.

JOB DESCRIPTION

- **Communications:** Excellent written and verbal communications skills. Ability to take abstract, complex and/or technical information and break it down for a variety of audiences in a way that is meaningful for them.
 - a. Excellent problem solving skills.
 - b. Ability to use good judgment in stressful situations.
 - c. Consistently demonstrates team skills and sense of humor. Handles face to face communication with patients, families, employees and physicians with sensitivity and empathy.
- **Functional Oversight:** Issue identification, gap analysis, ability to prioritize business needs and execute solutions.
- **Financial Management:** Ability to understand financial reports, develop basic financial models, and identify trends, variances, and opportunities.

Education and Experience Requirements:

- Bachelor degree in healthcare or related field
- 10 years Risk or Quality experience required.
- Strongly prefer licensed Clinical Staff; e.g. RN with Risk Management experience in acute care.

Minimum Knowledge, Skills and Abilities Requirements:

- Excellent skill in de-escalation and conflict resolution
- Strong organization and time management skills.
- Ability to multitask with poise and skill.
- Training skills preferred.

License, Registration, or Certification Requirements:

- Certified Professional in Healthcare Risk Management CHPRM Required.

Environmental Factors:

OFFICE BASED – Clinical Environment (Hospitals: Unit Secretaries; HQMP Locations: PSR, Registration)

Factors affecting environment conditions may vary depending on the assigned work area and tasks. Potential environmental exposures include, but are not limited to:

- Bio-hazardous Waste
- Blood Borne Pathogens. Job may require performance or tasks that involve potential for exposure to blood, body fluids, or tissues.
- Chemicals/Commercial Products
- Experiencing challenging conditions where a professional attitude will be required
- Exposure to Latex
- Fumes or Airborne Particles
- Interacting with a Diverse population
- Noise Level – Varies from Quiet to Very Loud
- Patient Care/Handling Duties
- Repetitive Motion
- Risk of Electrical Shock

Physical & Mental Requirements:

JOB DESCRIPTION

**OFFICE BASED –Clinical
PSR, Registration)**

(Hospitals: Unit Secretaries; Unit Coord, HQMP:

Requirement	Percent of Time Activity Required			
	None	1% – 33%	34% - 66%	67% - 100%
Physical Strength and Endurance				
<i>Standing</i>		X		
<i>Walking</i>		X		
<i>Sitting</i>			X	
<i>Manual dexterity – using hands, fingers, or feet</i>				X
<i>Reach/Grasp at, above, below shoulder level</i>		X		
<i>Visual acuity adequate to read information from printed sources and computer screens</i>				X
<i>Speaking / Hearing – Communicate clearly in person / over the phone / respond to questions</i>			X	
<i>Ability to manage stress related to multiple priorities</i>			X	
<i>Bending/Crouching/Reaching/Stooping</i>				
<i>Lifting/Lowering/Pushing/Pulling/Carrying</i>		X		
<i>0 - 10 lbs.</i>		X		
<i>11 - 25 lbs.</i>		X		
<i>26 - 50 lbs.</i>		X		
<i>51 lbs. or greater</i>		X		
Equipment Usage	None	1% – 33%	34% - 66%	67% - 100%
<i>Computer - Requires manual dexterity to operate keyboard</i>				X
<i>Power Equipment- Requires hand/eye coordination</i>		X		
<i>Clinical Equipment – visual acuity & manual dexterity</i>	X			
Mental Requirements			Yes	No
<i>Ability to perform duties that require flexibility and interpersonal skills in addition to sound judgment</i>			X	
<i>Effectively verbalize instructions / important information in a pleasant manner</i>			X	
<i>Ability to read / record data quickly and accurately and prepare forms/documents</i>			X	
<i>Ability to prioritize appropriately</i>			X	
<i>Ability to work and cooperate with managers, patients, family members, and employees at all levels to exchange ideas and facilitate the tasks at hand</i>			X	
<i>Ability to handle multiple tasks simultaneously in a fast paced environment</i>			X	
<i>Ability to work in an environment with constant interruptions</i>			X	
<i>Complex mental calculations</i>				X
<i>Physical & Mental Requirements may vary depending on assigned work area and</i>			X	

JOB DESCRIPTION

work tasks		
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Employee Signature

Name

Date

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