

Groups and Clinics Risk Management Checklist

CM&F Group is thrilled to provide you with peace of mind and top rated professional liability coverage to ensure you are protected doing what you do best! Healthcare professionals encounter various risks in day-to-day practice from medical errors, adverse patient outcomes, and near-miss events, which can result from issues related to technical skill, clinical judgment, communication, documentation, clinical systems, and more. The following checklist provides high level considerations in several areas for reducing these risks and improving patient safety throughout your practice.

Risk Management is a process used to evaluate administrative and clinical system processes to detect, prevent and mitigate risk in healthcare facilities. Implementing risk management strategies reduces risk by improving patient safety, satisfaction and health outcomes. A team approach is required to carry out these processes with the uses of three essential competencies: team-work related knowledge, skills, and attitudes. From a risk prevention and mitigation standpoint, taking the proper steps to deliver high quality care and performance will lessen the likelihood of a liability loss and help your organization enhance the standard of care for years to come.

Internal Procedures

- Does your healthcare organization have a pre-employment screening policy specific to the position being applied for?
- Does your healthcare organization perform comprehensive background checks of new hires in compliance with the Fair Credit Reporting Act (FCRA)?
- Has your healthcare organization established criteria and internal policies to evaluate new hire information?
- Does your healthcare organization contact previous employers and/or references?
- Does your healthcare organization provide position-specific standardized training once hired?
- Does your healthcare organization conduct periodic employee screenings and performance reviews?
- Does your healthcare organization use a secure and protected Electronic Medical Record (EMR) platform?
- Is your healthcare organization proactive in keeping up with industry trends?
- Do healthcare professionals utilize visual management (pictures, graphs, sounds and visual signals) to organize and enhance the arrangement of their workspace and functionality?
- Does your healthcare organization utilize cultural competency training, translators, or accent reduction training?



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External Procedures: Direct Patient Care

- Do healthcare professionals review patient record and medical history before first patient visit?
- Do healthcare professionals consult with the patient, family member or legal guardian about their medical history and/or current medical conditions?
- Do healthcare professionals discuss dietary restrictions and food/medication allergies with the patient, family member or legal guardian?
- Do healthcare professionals maintain thorough documentation, good communication and a strong provider-patient relationship?
- Does your healthcare organization use scribes to record and enter patient data in EMR?
- Do healthcare professionals refer patients to specialists when warranted?
- Does your healthcare organization follow up with the patient to confirm they have been seen by the referred specialist?
- Does your healthcare organization develop and monitor patient handoff (transition) processes to continue patient care?
- Does your healthcare organization provide the patient with instructions on their care?
- Does your healthcare organization keep documentation of patient instruction and correspondence?
- Are healthcare professionals transparent with their patients by disclosing information relating to their diagnosis, prognosis, and treatment?
- Do healthcare professionals ask patients to explain their understanding of diagnosis, treatment, and instruction?
- Do healthcare professionals provide timely (24-48 hours is typical) responses to patient questions/medication refill requests and complete office visit documentation/billing?

Emergency and Incident Reporting

- Does your healthcare organization have emergency safety procedures in place?
- Does your healthcare organization use a centralized compliance reporting system to report incidents?
- If yes, are all employees trained on when and how to use this system?
- Does your healthcare organization have a risk management plan in place that outlines purpose-specific goals to reduce liability risk?
- Has your healthcare organization established a just culture where near misses, errors, and suggestions can be openly discussed amongst all professional types?
- Does your healthcare organization track trends in events, near misses, adverse events, and malpractice claims?
- Does your healthcare organization educate employees on how to prevent and respond to risks?

References

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