



SOUTHERN NEVADA

Community

HEALTH CENTER

**Community Health Center Risk Management
— Core Program Elements**



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RISK MANAGEMENT

The process of applying sound management techniques to the identification, assessment, and resolution of problems



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PURPOSE

Generally

- To prevent and/or minimize occurrences which have the potential for injury or loss to patients, employees, physicians, visitors and the facility.

Specifically

- For clinical risk management, the purpose is to improve the quality and safety of healthcare services by identifying and evaluating potential problems as a means of reducing injury to patients, staff, and visitors.



OBJECTIVES

Southern Nevada District Board of Health members will be able to identify the key components of a Risk Management Program:

- Risk Identification
- Risk Evaluation
- Risk Prevention and/or Reduction
- Education and Training Recommendations



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COMPONENT

Everyone has a role to play:

- Provide diagnostic and therapeutic medical care
- Actively participate in the program
- Maintain standards of care within licensure/position
- Report incidents/occurrences/opportunities
- Identify, recommend & implement corrective actions



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COMPONENT

(CONTINUED)

- To assure all employees are aware of their responsibility in documentation and reporting of all incidents.
- To identify frequency of preventable incidents and injuries.
- To attempt to reduce the frequency and severity of preventable incidents and injuries.
- To communicate with all levels of personnel in order to integrate all activities relevant to the risk management program.
- To assist in the education of all levels of personnel in the risk management program.



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CULTURE OF SAFETY

A combination of attitudes and behaviors toward patient safety conveyed when walking into a health center.

Create and maintain a culture where employees feel comfortable to speak up:

- Incidents/Occurrences
- Near Misses
- Opportunities for improvement

See something – say something



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COMMUNICATION

Standardize internal and external communications from greetings and the patient identification process

to

Patient assessments and referrals

to

Patient discharge procedures



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STAFF EDUCATION RM PROGRAM

Standardized process for initial and ongoing education:

- Orientation
- Monthly meetings
- Newsletters
- Daily huddles
- Email communication



QUESTIONS?

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