



### Job Summary

<b>Job Title:</b>	<b>Risk/Patient Safety Manager</b>
<b>Reports To:</b>	<b>Chief Operating Officer</b>
<b>Department:</b>	<b>Operations</b>
<b>FLSA Status:</b>	<b>Exempt</b>
<b>Travel:</b>	<b>40% (to various clinics)</b>
<b>Supervisory Duties:</b>	<b>None</b>
<b>Work Schedule:</b>	<b>Full-Time Hours (5/8 hour days or 4/10 hour days)</b>

Under the direction of the Chief Operating Officer, the Risk Manager manages the operation of the organization-wide risk management (RM) and Patient Safety Programs. These are programs to detect, monitor, prevent, organize, measure, investigate, report, and manage patient adverse events, malpractice claims, incident reports (including near-misses), and other indicators of potential patient harm. The goal is to improve health outcomes and service, increase patient safety, and reduce errors in healthcare processes.

### Reasonable Accommodation Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Bay Clinic is an equal opportunity employer.

### Essential Functions

- Oversees the development and implementation of the overarching Risk Management Plan for the organization.
- Assists with on-going continuous quality improvement and performance improvement (CQI/PI) and Compliance activities.
- Actively participates in regular CQI/RM/Patient Safety committee meetings.
- Actively coordinates claims management response, including ensuring preservation of all related documents and CEO notification of any potential or actual claims.
- Proactively evaluates areas of organizational risk based on internal assessments and external benchmarking. This may also include reviewing past incident reports and claims, BCI loss and liability reports and local/national clinic related incident and risk data and statistics.
- Develops and implements policies and procedures to investigate and manage incidents (including near-misses) and patient complaints/grievances.

- Leads the review of serious occurrences requiring root-cause analysis or failure mode and effects analysis.
- Responds to sentinel events and other serious occurrences and provide expert advice on the management and reporting of such events to administrative and clinical leadership and staff.
- Develops and implements systems for tracking and trending of incidents and patient complaints/grievances to share with relevant committees, leadership and the BOD.
- Makes regular summary reports to leadership and the BOD about RM/Safety activities at least quarterly.
- Provides an annual review of the RM/Safety program including progress towards meeting identified goals to leadership and the BOD.
- Provides analysis of all statistical reports and advisories that identify risk management and patient safety patterns and trends for leadership.
- Makes recommendations of findings and solutions to immediate issues as well as plans for potential future issues and emergencies, ensuring appropriate communication throughout the organization.
- Assists clinic trainers and department managers with educating employees about risk, liability and risk management policies and procedures.
- Assists with the development and implementation of staff risk management training programs and speaks directly with staff about risk, promoting appropriate reporting of concerns.
- Assists Compliance Officer, as needed with monitoring for OSHA and HIPAA compliance.
- Assess and report compliance to clinical requirements on an ongoing basis.
- Updates and implements new Bay Clinic protocols, policy and procedures and standing orders
- May also collaborate with the CEO and the organization's legal counsel in situations of medical malpractice or workers' compensation claims.
- Reports to work as scheduled and keeps supervisor informed any changes in schedule
- Performs other duties as assigned.

## Qualifications

- Communication, Oral English - Ability to communicate effectively in English.
- Communication, Written English - Ability to communicate in writing clearly and concisely in English.
- Accuracy - Ability to perform work accurately and thoroughly.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Change Management - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Consensus Building - Ability to bring about group solidarity to achieve a goal.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Innovative - Ability to look beyond the standard solutions.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Project Management - Ability to organize and direct a project to completion.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

## Skills & Abilities

Education: Associate's Degree (two-year college or technical school): Required

Bachelor's Degree preferred or an equivalent combination of education and/or experience.  
A nursing education/background preferred.

Experience: At least 5 years working in a healthcare setting, specifically in risk management/safety.

Computer Skills: Excellent Electronic Practice Management (EPM) and Electronic Health Records (EHR) skills

Certifications &  
Licenses: None

### Working Conditions

Health clinic environment with possible exposure to airborne and bloodborne pathogens.

### Physical Requirements

Stand or sit for extended periods of time, do repetitive tasks with few breaks.

### Physical Demands

**N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
**F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

<b>Physical Demands</b>		<b>Lift/Carry</b>	
Stand	O	10 lbs or less	F
Walk	O	11-20 lbs	O
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	N	<b>Push/Pull</b>	
Crawl	N	12 lbs or less	O
Squat or Kneel	N	13-25 lbs	O
Bend	N	26-40 lbs	N
		41-100 lbs	N

*\*\*\*The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

<b>Prepared By:</b>	<b>Human Resources</b>
---------------------	------------------------

<b>Date:</b>	
<b>Supervisor Approval:</b>	
<b>Date:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

6-3-21