Westchester Medical Center Health Network
Human Resources
Job Description

☐ **Advanced Physician Services, PC**	☐ **Mid-Hudson Valley Staffco**
☒ **NorthEast Provider Solutions, Inc.**	☐ **WMC-New York, Inc.**

Title: Risk Manager (RN Preferred) **Job Code:**

Department: Risk Management **Department Code:**

Job Summary: The Risk Manager for the Bon Secours Charity Health System ("BSCHS") is responsible for reviewing, summarizing, analyzing, presenting and monitoring clinical safety events and supporting the day-to-day Risk Management Department loss prevention activities. The Risk Manager collaborates on investigations and prepares reports related to the safety incident reporting system and potentially compensable events reported by clinicians to the Risk Management Department. Closely collaborates with members of the Quality and Patient Safety Department to assure regulatory and accreditation compliance regarding clinical safety events. Will serve as a champion for the identification, mitigation, management and prevention of clinical risk related events throughout the Bon Secours Charity Health System.

This position supports the objective of enhancing and promoting patient safety and quality of care while minimizing loss to protect the organization's assets. This individual participates in developing risk reduction strategies, policy and / or organizational changes in collaboration with interdepartmental leaders. This is a high profile position that requires strong analytical and communication skills to build trust and effect change.

Person hired into this role will be expected to: oversee the claims investigation activities of 3 investigators; interface with legal counsel with discovery requests; provide guidance to Patient Experience personnel to resolve more complex patient complaints or grievances that may pose potential loss exposure; provide staff education and consultation services on patient safety events. Does related work as required. Reports directly to WMC Health Network VP of Risk Management and to Bon Secours Charity Health system executive leadership. Oversees the activities of 3 claims investigators and 1 administrative support staff member. Primary office will be onsite at Good Samaritan Hospital.

Responsibilities:

- Coordinates the clinical risk management program to meet the needs of the BSCHS Risk Management Department
- Conducts an initial review and develops a brief summary of key issues warranting further review and investigation by appropriate delegates
- Evaluates investigations completed in the safety event reporting system and requests further investigation from accountable delegates as needed
- Provides oversight of safety event data aggregation and reports data summaries to WMC Health Network VP of Risk Management and on site department leaders / committees as needed
- Participates in initial data gathering / investigation of potentially compensable event and refers to claims investigator for complete investigation and data entry into claims system
- Provides daily review and analysis of safety event reports to identify events or trends that may impact risk management, quality of care, regulatory or insurance concerns
- Collaborates with Quality and Patient Safety Department activities such as Root Cause Analysis or Healthcare Failure Mode and Effect Analysis (HFMEA) when appropriate and as required
- At the direction of the WMC Health Network VP of Risk Management, collaborates on investigations which include assessing need for focused review by departments and /or clinical chairpersons

- Collaborates with WMC Health Network VP of Risk Management to utilize Risk Management information system database for analysis, trending and need for focused reviews and educational feedback to clinical managers / leaders
- Acts as a resource person to BSCHS clinical staff on Risk Management issues
- Keeps abreast of appropriate regulatory requirements related to healthcare risk management
- Responds to inquiries regarding various reports and individual professional liability matters
- May have on-call responsibility to provide coverage to field inquiries from all medical center staff (outside of normal business hours) on risk management issues and other concerns
- Flexibility expected to participate in staff interviews, risk management and patient safety events, debriefs and meetings as needed
- Serve as Risk Management representative for planned and unannounced site visits by regulatory and enforcement agencies
- Active participation on committees directed towards promoting risk mitigation, patient safety, improved quality of care activities
- Provide educational sessions on Risk related topics to enhance staff awareness to loss exposure and impact on professional liability; this may include presentations to staff on off-hour shifts
- Performs other Risk Management related duties as delegated by department leadership
- Trains clinical staff on use of safety event reporting software program.
- Occasional same day car travel to other network facilities for meetings / educational training sessions as delegated by WMC Health Network VP of Risk Management

Qualifications/Requirements:

Experience: Registered Nurse with minimum of 5 years acute care experience;2-3 years of supervisory experience; prior healthcare risk management experience in a hospital or health delivery setting (preferred); knowledge of the principles, practices, procedures and techniques used in planning and conducting confidential investigations; general knowledge of the principles and practices of organization and administration; general knowledge of accreditation and regulatory requirements as related to general hospital administration and Risk Management Department; strong analytical skills; ability to coordinate the work of other staff members; ability to deal with a wide range of administrative, medical professional and clerical personnel; ability to effectively use computer applications including spreadsheets, word processing, calendar, email and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound judgment; common sense; resourcefulness, initiative; physical condition commensurate with the requirements of the position. Ability to analyze complex medical information and provide concise verbal and written reports to senior leaders.

Education: A Bachelor's degree*; Master's degree in relevant healthcare discipline preferred.

Licenses / Certifications: New York State Education Department Registered Professional Nurse preferred; CPHRM (or eligible) desired.

Other: *Special Note: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

Special Requirements: valid driver's license, proper vehicle registration and minimum automobile insurance coverage limits

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Physical Requirements: **Physical Activity (please check one box):**

☒ **Sedentary Work** (involves sitting most of the time, occasionally walking and standing; requires lifting no more than 10 pounds at a time and/or occasionally lifting or carrying objects)

☐ **Light Work** (involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds; requires moderate mobility to different work locations)

☐ **Medium Work** (involves substantial physical activity and mobility; and lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds.)

☐ **Heavy Work** (involves some type of manual labor including operating heavy machinery/ equipment or physical labor; requires lifting no more than 100 pounds at a time with frequent lifting or carrying of objects weighing up to 50 pounds)

A. Other Physical Requirements (check all that apply):

☐ Blood Bourne Exposure	☒ Hearing	☒ Manual Dexterity
☒ Pushing/Pulling	☒ Standing, climbing, mobility	☒ Visual Acuity
☐ Other:_____		

Vice President Signature:_____Date:_____

Sr. Vice President Signature: _____Date:_____