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 Control Coordinator (RN Preferred) **Job Code:**
Department: Risk Management **Department Code:**

Job Summary:
The Risk Control Coordinator is responsible for the management and investigation of complex medical malpractice, general liability and lost/stolen or damaged property claims. This individual will conduct investigations of complex, claims and lawsuits filed against the hospital in preparation for, or in the context of legal action. This position works with considerable independence with a wide scope of knowledge in order to exercise independent judgment within established policies and procedures. This position will also be responsible for related work as required or directed by Risk Management Leadership Team. Reports to the Network Vice President of Risk Management and is supervised by onsite Risk Manager during assignments to affiliated hospitals within the WMCHealth Network.

Responsibilities:
- Reviews and analyzes medical records and hospital policies and procedures to identify key issues and assess the hospital's exposure in preparation for legal action related to a sentinel event or incident that is the subject of a Notice of Claim or Summons;
- Investigates confidential and complex circumstances that may result in a liability claim;
- Identifies and interviews named defendants insured through the hospital's professional liability insurance program and other employed or insured personnel involved in the case;
- Identifies theories of liability and exposure and involvement of potential co-defendants;
- Prepares comprehensive and informative investigative reports containing findings, conclusion and recommendations for use by defense counsel;
- Acts as liaison with defense counsel, assisting with preparation of interrogatories, settlement discussions and preparations of cases for trial;
- Manages and coordinates the investigation and discovery of claims;
- Discusses cases with physicians, administrators, attorneys and claimants in a professional and confidential manner;
- Coordinates in-house medical reviews as directed by defense counsel and BSCHS Regional Director of Risk Management;
- Participates in the development and implementation of policies, practices and procedures designed to meet efficient and effective claims management to ensure compliance with regulations and codes;
- Makes recommendations on issues, practices and procedures aimed at limiting long term liability exposure;
- Monitors indemnity / expense ratio;
- Monitors reserves with written evaluation of high exposure claims in compliance with reporting requirements;
- Coordinates responses to inquiries from outside entities on prior claims histories of insured / employed physicians

Qualifications/Requirements / Experience:
Strong clinical knowledge base related to the standards of care in the acute health care setting. Knowledge of the principles, practices, procedures and techniques utilized in planning and conducting confidential investigations; knowledge of medical malpractice and general liability claims management; good knowledge of the principles and practices of hospital organization as related to the functions of its various divisions,

regulatory agencies and accrediting organizations; ability to establish and maintain effective working relationships with a wide range of medical, professional, administrative and clerical personnel; ability to communicate effectively, both orally and in writing; ability to prepare accurate and informative reports; ability to perform work independently and exercise sound judgement within established policies; ability to effectively use computer applications such as 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; thoroughness; integrity; tact; initiative; resourcefulness; physical condition commensurate with the demands of the position. Ability to demonstrate flexibility in work assignments and re-prioritize activities to meet department's needs and expectations. Strong organizational and time management skills are essential to complete time sensitive investigations and reports. Ability to analyze medical information to identify key issues and produce well-written reports for litigation purposes is essential.

Education:
Bachelor's degree in Nursing.

Prior Experience:
At least 3 years clinical experience in an acute care hospital setting. Prior investigation experience in a hospital risk / quality / claims investigation setting desirable.

Licenses / Certifications:
New York State Education Department Registered Professional Nurse or Allied Healthcare Professional Clinical Background preferred; certification as a professional healthcare risk manager (CPHRM) or legal nurse consultant (LNC) desirable.

Other: Computer skills literacy and familiarity with navigation of electronic medical record systems

Special Requirements: may require travel to / between affiliated network hospital sites.

Physical Requirements:

A. 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)

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

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

Vice President Signature: _____ Date:_____

Sr. Vice President Signature:_____ Date:_____