

Compliance Plus+
Healthcare Solutions

MHA MONTANA HOSPITAL ASSOCIATION

Certified Professional
in Healthcare Risk
Management

MT Flex Program
Certification Preparation Course

Week 1
Introduction to Healthcare
Risk Management

February 10, 2021

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- Session 1: Introduction to Healthcare Risk Management
- Session 2: Clinical / Patient Safety Part 1
- Session 3: Clinical / Patient Safety Part 2
- Session 4: Risk Financing
- Session 5: Legal and Regulatory
- Session 6: Health Care Operations
- Session 7: Claims and Litigation
- Session 8: Wrap-Up and Exam Preparation



Syllabus

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Introductions



- Krysten Brinkley
- Lindsay Konen



Ginny Gleason
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- Carrie Gable



- Carly Ryther



- Valerie Marshall



- Samantha Carper



- Stephanie Eney



- Abbi Boggess



**Roundup
Memorial Healthcare**

- Fawne McCleary



- Johnna Deloach
- Barb Mooney



- Julia Drishinski



- Laura Erickson

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Introductions (Cont.)



Providence St. Joseph Medical Center

- Erin Rumelhart



- Mira McMasters



Fallon Medical Complex

- Judy McWilliams



- Leota Gormley



- Laura Larson-Crismore



- Abby Wichman



- Sara Beard



- Kitty Strowbridge
- Carla Neiman



Big Horn Hospital

- Ann Chavez
- Misty Zink



- Wendy Dahl

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Clinical Risk Management

- Risk Identification
- Risk Analysis
- Risk Control
- Risk Financing
- Claims Management



Enterprise

Risk Management
Promotes a comprehensive framework for making risk management decisions that:

- Maximize value protection
- Create value by managing risk and uncertainty

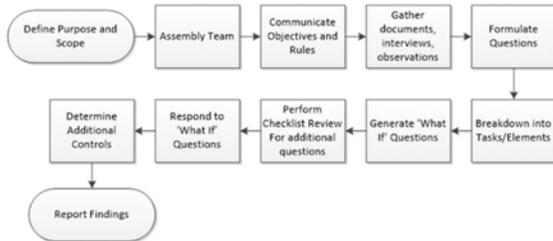
Health Care Risk Management

The Evolution to
Enterprise Risk Management.

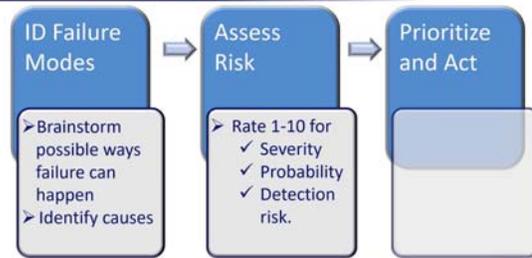
Risk Identification



Structured What-if Technique (SWIFT)

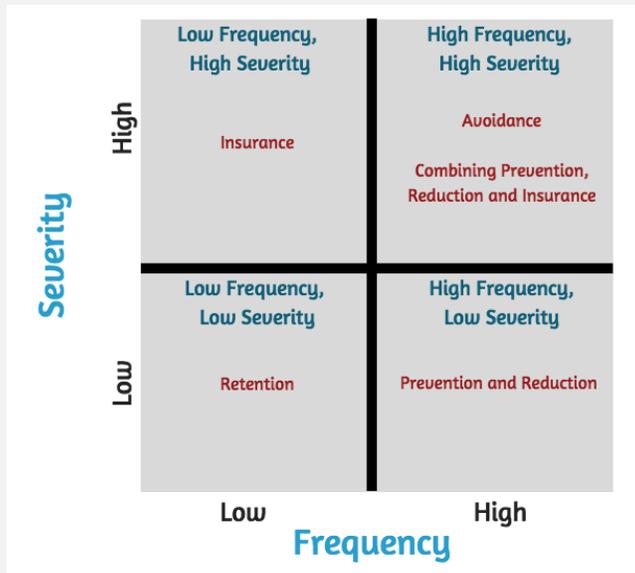


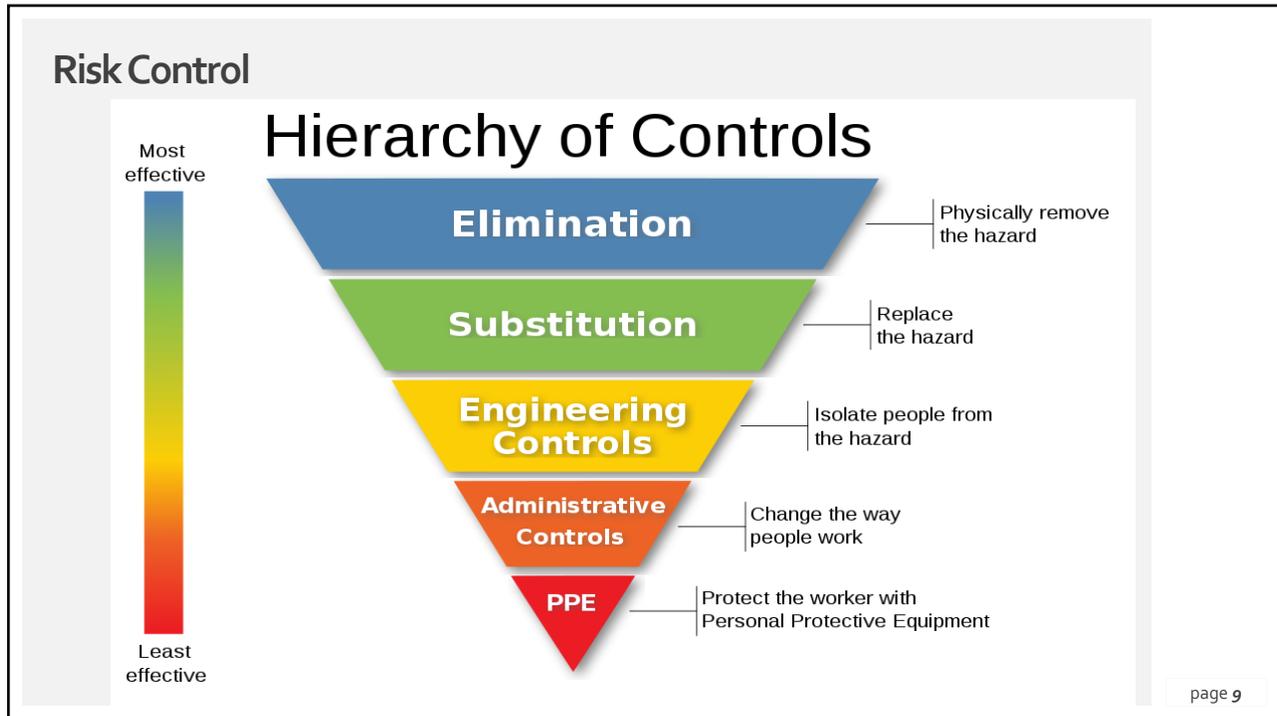
The FMEA Process



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Risk Analysis





Claims Management

- Reporting
- Investigating allegations
- Determining coverage
- Securing counsel
- Managing settlement
- Regulatory reporting



Healthcare Risk Management

Historically

Management of Clinical Risk

"The risk management professionals thought their efforts to avoid, prevent and manage clinical risk would preserve the financial assets of the organization through the delivery of safe patient care."*



With Transforming Healthcare Delivery and Payment – Traditional Risk Management is No Longer Sufficient

Traditional Risk Management (TRM) vs.
Enterprise Risk Management (ERM)

AREA	TRM	ERM
Focus	Reactive	Proactive
Outcome	Asset preservation	Value creation
Breadth/Depth	Department/silos	Risk prevention
Activities	Risk mitigation	Risk prevention
Engagement	Practitioner/staff	Top-down, bottom-up board/C-suite

The characteristics of risk management change when ERM becomes part of an organization's processes and culture.



Evolution Enterprise Risk Management

Strategic business culture that supports
the Identification, Assessment and
Management of Risks.

What is Enterprise Risk Management (ERM)?



Enterprise Risk Management Domains

Eight Domains of Risk for Healthcare Providers



Operational



Clinical / Patient
Safety



Strategic



Financial



Human Capital



Legal /
Regulatory



Technology



Hazard

Hazard Basics



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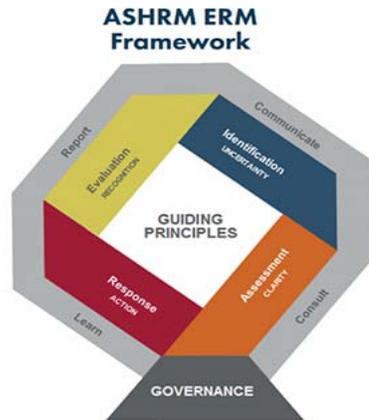


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Enterprise Risk Management Governance Framework

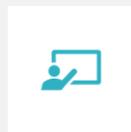
ERM Basics

- 1. **Risk identification** – to reduce uncertainty
- 2. **Risk evaluation** – to assist in risk recognition
- 3. **Risk assessment** – to clarify the nature and extent of known and potential risks
- 4. **Risk response** – to take action that reduces or eliminates risk



Business Model

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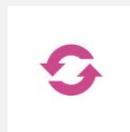
Research

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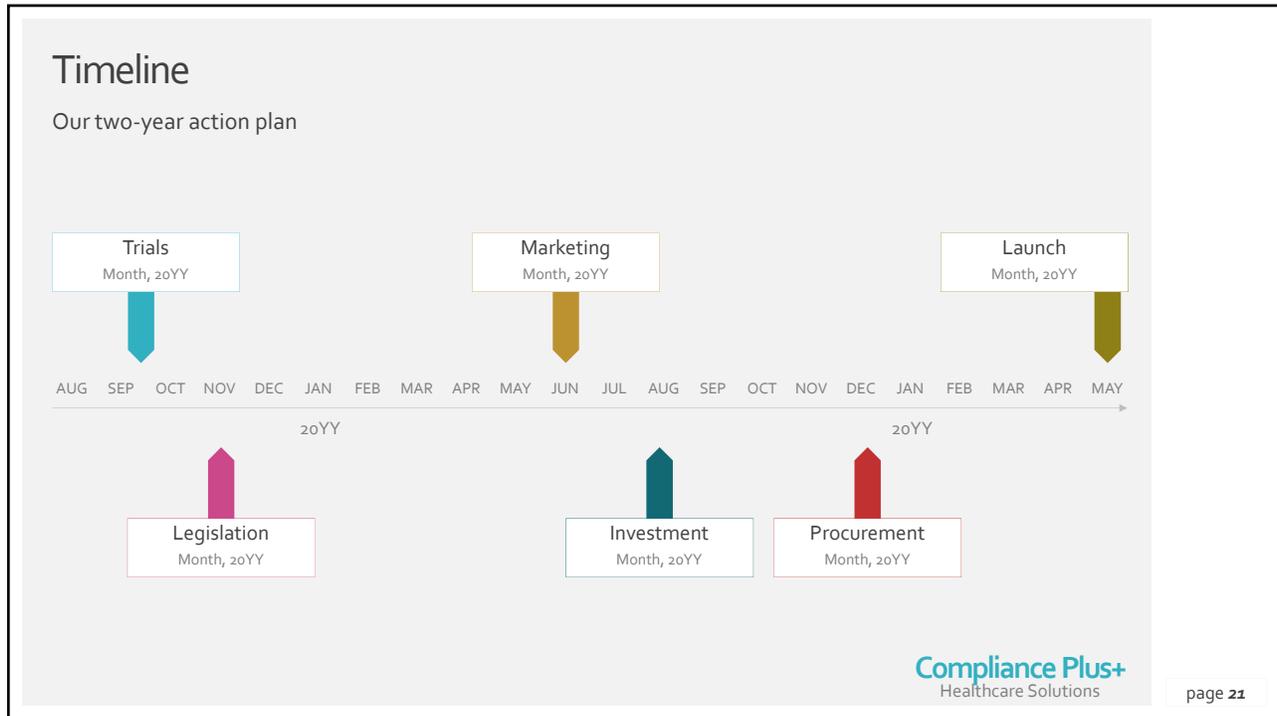
Finance

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Invest

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Summary

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Summary tagline or sub-headline

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Thank You

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