

PART I

HAWAII HEALTH SYSTEMS CORPORATION
STATE OF HAWAII

2.600

2.601

Class Specifications
for the Class:

HOSPITAL RISK MANAGEMENT OFFICER I & II
SR-24; SR-26
BU:13

Class Distinguishers:

Complexity:

Level I: Develops and implements a risk management program for a large acute care hospital facility (e.g., Maui Memorial or Hilo Medical Center). The hospital's risk management program aims to prevent and reduce losses associated with patient, employee or visitor injuries and property loss or damage. Positions in this class are responsible for establishing policies and procedures to facilitate the systematic identification, assessment, and correction of actual and potential losses and exposures; assisting the various operating units of the hospital in the evaluation of facilities, equipment, work practices, and environmental conditions to assess and reduce loss potential; investigating and reporting all incidents and claims to the insurance company and evaluating the potential for liability of current/proposed changes in hospital policies, procedures and practices, and recommending changes as necessary.

Level II: Develops and implements a risk management program for a region (e.g., Maui Region or East Hawaii Region), which involves responsibility for meeting acute care and long-term care needs. At this level, responsible for planning, directing and providing consultative services for a region's risk management program.

Personal Contacts:

Level I: Personal contacts are with hospital section heads, hospital administration and the medical director to provide advisory services regarding assessment and identification of potential loss or risk in their clinical and other work practices, and the development of corrective measures; hospital staff, patients and visitors to assess and investigate incidents and claims against the hospital; and representatives of State and federal agencies in the hospital accreditation process. Positions in this class also provide assistance to representatives of insurance agencies and the Attorney General's office in obtaining information for litigation and negotiation and disposition of claims.

Level II: In addition to the above, has personal contacts with attorney's and corporate risk management staff. At this level, the focus is on root cause analysis and investigation of near miss or sentinel events within the region.

Available Guidelines:

Level I: Positions in this class interpret State, federal and the Joint Commission of Accreditation of Healthcare Organizations (JCAHO) standards relating to hospital risk management activities and functions, and apply these standards to the development and implementation of the hospital risk management program.

Level II: Has delegated authority to develop new guidelines for non-existing standards.

Supervisory Controls:

Level I: Positions in this class work under the general supervision of the Hospital Administrator or the Assistant Hospital Administrator. Supervisory conferences are scheduled on an as needed basis to discuss the progress of the risk management program and to keep the supervisor abreast of the pending cases and sensitive issues which may impact hospital operations and accreditation.

Level II: Positions at this level, work under the general supervision of multiple Chief Executive Officers and/or Assistant Hospital Administrators and has some delegated authority to act for top level management in administrative matters. May supervise lower level staff as required.

Full Performance Knowledge and Abilities: (*Knowledge and abilities required for full performance in this class.*)

Knowledge of:

Level I: Principles and practices of hospital/healthcare risk management; claims management practices and procedures; data collection, analysis, and evaluation techniques used to measure exposure to risk; cost containment methods and techniques; hospital operations, work practices and procedures; investigation and problem solving methods and techniques; JCAHO standards, hospital licensing requirements, general workers' compensation provisions, Occupational Safety and Health (OSH) regulations and other State and federal regulatory provisions; and report writing.

Level II: Principles and practices of public administration including program planning and evaluation techniques; practices of supervision.

Ability to:

Level I: Develop, implement and manage a risk management program for a hospital facility which includes risk identification, loss prevention and claims management components; develop risk management policies and procedures; collect, analyze and evaluate data; inspect patient care areas, facility and equipment conditions; conduct investigations to assess potential loss situations involving employees, visitors and patients; establish and maintain effective working relationships with hospital staff and

representatives of insurance companies, the Attorney General Department, JCAHO and other regulatory agencies; write clear and concise reports; and communicate effectively, orally and in writing with individuals and groups.

Level II: In addition to the abilities described above, interpret pertinent laws, rules and regulations; knowledge of current trends and developments in risk management programs; ability to prepare plans, policies, guidelines, standards and procedures relating to risk management activities; ability to provide risk management consultative services; and ability to conduct seminars and training sessions in risk management activities.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Develops, implements, evaluates and revises, as necessary, the hospital risk management program to identify and reduce or eliminate losses associated with patient, employee, or visitor injuries and property loss or damage.
2. Assists hospital sections in the inspection and evaluation of facilities, equipment, work practices, and environmental conditions to assess and reduce loss potential.
3. Provides consultation and advice to hospital section heads, hospital administration and the medical director regarding identified risk and the development and implementation of corrective measures involving actual or potential claims.
4. Evaluates the potential for liability of current/proposed changes in hospital policies, procedures and practices, and recommends changes (that may affect staffing and organization) as necessary.
5. Reviews various personnel documents relating to the work performance of employees (e.g., disciplinary reports, workers' compensation claims, etc.) in order to identify and evaluate potential liability issues due to employee error.
6. Conducts risk surveys, gathers and analyzes data to establish, evaluate and revise the hospital's incident (event) reporting system.

7. Reviews plans, proposals, contracts for services, and other documents to identify and eliminate or reduce hospital's exposure to risk or liability.
8. Investigates incidents and claims against the hospital by interviewing staff, visitors and patients, and reviewing incident, quality assurance, infection control and other related reports and medical records, physician's credentials and other records. Reports results of investigations to the insurance company via the Division Risk Management Coordinator.
9. Investigates and evaluates events identified by JCAHO in the accreditation process and develops and implements corrective measures to meet JCAHO standards.
10. Coordinates conferences between outside claim investigators or legal counsel and hospital personnel/medical staff involved in liability incidents.
11. Assists hospital personnel with the preparation of depositions and testimony.
12. Participates as a team member in the negotiation of settlements by investigating incidents, gathering and providing information to attorneys to be used in defense strategies and the evaluation of the monetary value of claims.
13. May be temporarily assigned to oversee and monitor the daily activities of various hospital departments when problems relating to liability occur.
14. May make recommendations for the risk management program budget to the Hospital Administrator.
15. Develops and presents or coordinates training and education on risk management and related subjects to hospital staff.
16. Participates in the orientation of new employees and physicians by presenting risk management philosophies, policies and procedures.
17. Develops, evaluates and revises the hospital risk management policy and procedure manual.
18. Coordinates the preparation of periodic and special reports required by State and federal regulations, and various agencies related to the risk management process.

19. Serves as an active member of selected committees, such as Safety, Quality Assurance, etc., to provide advice on issues in relation to risk management.

At the Level II:

1. Follow current trends and developments in risk management methods and procedures.
2. Prepare plans, policies, guidelines, standards and procedures relating to risk management activities.
3. Provide risk management consultative services for the region.
4. Conduct seminars and training sessions in risk management activities.
5. Assist Hospital Risk Managers in root cause analysis, near miss or sentinel events.

This is an amendment to the class HOSPITAL RISK MANAGEMENT OFFICER I and the first class specifications for the class HOSPITAL RISK MANAGEMENT OFFICER II.

Date: December 24, 2003

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