

UW HEALTH JOB DESCRIPTION

Risk Management Advisor

Job Code: 310011

FLSA Status: Exempt

Mgt. Approval: J. Rauser

Date: October 2019

Department: Risk Management

HR Approval: N. Lazaro

Date: October 2019

JOB SUMMARY

The Risk Management Advisor is responsible for organizational administrative and clinical risk management activities which include, but may not be limited to: identifying, examining and responding to risk-related issues and complaints involving UW Health facilities, employees and medical staff; managing or assisting in quality- and risk-related investigations to promote safe patient care, staff safety and identifying potential liability; Collaborating and consulting on complaints/concerns identified by Patient Relations that have risk management implications; monitoring organizational event reporting with primary focus on incidents involving harm or potential liability and working with Quality/Patient Safety on trending to identify opportunities for improvement; managing and analyzing risk management information (data); proposing, recommending and implementing solutions and resolutions to risk-related issues and events; following up on the implementation and impact of proposed solutions and resolutions; having a general knowledge of organizational insurance programs and resources and managing claims against the organization's insurance program ; interfacing with legal defense counsel and insurance company claims representatives. Participate in multidisciplinary teams, standing work groups, councils and committees for the purpose of evaluating and improving organizational risk including patient care.

The Risk Management Advisor provides or assists in risk management training and educational programs; identifies experts and topics that promote management of risk and meets the Medical Staff requirement for risk education for reappointment; complies with risk management standards for purposes of accreditation and regulatory compliance with the objective of promoting and enhancing patient and employee safety, quality care, and minimizing losses to protect the assets of the organization.

The Risk Management Advisor will collaborate and communicate with various internal and UW Health affiliate departmental leadership and staff (e.g., Quality & Safety Improvement (QSI), Safety & Emergency Management, Clinical Engineering, Patient Care Services, Graduate Medical Education, Legal, Compliance, Patient Relations (PR), Security, Ambulatory Operations); University of Wisconsin (UW) Madison campus and UW System Risk Management, UW Madison Office of Legal Affairs (OLA), UW School of Medicine and Public Health (UW SMPH) Risk Manager, insurance company claims representatives, and insurance brokers.

MAJOR RESPONSIBILITIES

Identification and Investigation of Risk-Related Events:

- Reviews events and complaints that pose organizational risk requiring attention and investigation and develops appropriate responses in conjunction with Director of Risk Management, QSI, and PR departments.
- Participates in quality and patient safety event review meetings to discuss agenda items and conduct necessary follow-up.
- Initiates investigation of events with high harm and potentially compensable events (PCEs)
- Collaborates with QSI Department regarding peer review matters with risk-related implications.

Monitoring of Activities that Increase Patient Care Risks or Legal Action:

- Analyzes event reporting data and makes recommendations for future review/ action.
- Participates in activities designed to reduce risk exposure and improve quality and safety of patient care

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(e.g., Root Cause Analysis (RCA), Failure Modes Effects Analysis (FMEA) and quality improvement teams.)

- Facilitates Risk Assessments as needed in order to proactively identify and evaluate areas of risk.
- Acts as a liaison and resource to staff to assess risk exposures in specific clinical and other situations (e.g., Facilities, Safety, Nursing, Pharmacy, Security and Patient relations).
- Works with Safety, Procurement, Clinical engineering and Clinical Operations to identify medical device and equipment failures for purposes of improving organizational risk, patient safety and for reporting to the FDA.
- Participate as member of various organizational councils / committees to provide risk management perspective and input for purposes of managing organizational risk and promoting patient safety activities.

Claims Management Processes and Data Management:

- Conducts investigations and analysis of potential and actual property, auto, cyber, general and professional liability claims filed against the UW Health (facilities, employees, medical staff) in conjunction with the legal department, UW Madison Office of Legal Affairs and UW SMPH Risk Manager.
- Utilizes clinical expertise to review related clinical information (e.g., medical record, relevant medical literature); conduct investigatory interviews with individuals involved, named parties, and/or other clinical experts.
- Manages or participates in all aspects of claims process which includes but is not limited to: coordination of depositions; response to interrogatories; requests for production of evidence; insuring documentation and data management.
- Coordinates with insurance company claim representatives and internal and external legal counsel to successfully manage, mitigate, and resolve claims.
- Oversees collection and dissemination of confidential claims information and data to authorized individuals and institutions for purposes of credentialing, reappointment and other purposes (e.g. clarifying coverage and providing claims information for faculty, Graduate Medical Education trainees, Advance Practice Providers and other staff.)
- Oversees and reviews periodic risk management claim reports as needed (e.g., loss runs, Bordereau).
- Coordinates the timely and accurate response to inquiries for claims history and coverage information

Develops, Coordinates and Provides Risk Management Training and Educational Programs :

- Collaborates with various UW Health departments to analyze data (e.g., complaints, grievances, claims, lawsuits) to identify priority topics and audiences for targeted training and education.
- Utilizes external data (local, state, national) to identify high-risk topic areas and focus groups for targeted education.
- Offers risk educational programming on a regular basis and per request to a variety of audiences including organization-wide presentations as well as specialty specific.
- Maintains risk management intranet web page and utilizes available technology resources.
- Coordinates with UW Health Learning & Development to house educational programming /resources as well as tracking of programs / attendance / evaluations. Assists with various risk management activities as requested (e.g., claims management, educational activities, committee participation)

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS				
Education	Minimum	Bachelor's degree in nursing or other clinical field, risk management, legal or other related field		
	Preferred	Advanced degree in risk management, patient safety, or legal		
Work Experience	Minimum	Three (3) years of experience in risk management or as a clinician working in a healthcare delivery system.		
	Preferred	Clinical experience is preferred. Familiarity with professional liability insurance/claims handling preferred. Experienced and comfortable presenting educational material to diverse audiences preferred.		
Licenses & Certifications	Minimum	Certified Professional in Healthcare Risk Management (CPHRM) within two years of hire		
	Preferred	Certification or licensure in clinical field		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Excellent verbal and written communication skills. Computer skills including spreadsheet, word processing, and database experience. Strong problem solving and organizational skills. Ability to work independently and to interact with staff, department managers, and medical faculty on sensitive clinical practice issues. Ability to plan and organize training programs. 		
PHYSICAL REQUIREMENTS				
<p>Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i></p>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	<p>Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</p>	Up to 10#	Negligible	Negligible
	<p>Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.</p>	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	<p>Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</p>	20-50#	10-25#	Negligible-10#
	<p>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</p>	50-100#	25-50#	10-20#
	<p>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</p>	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.