



SPARROW SOLUTIONS
— G R O U P —



Risk Management

Do you know the dangers you face as a medical clinic?

As we become more effective at fulfilling our mission, we attract more scrutiny. The days of flying under the radar are gone.

Protecting assets – human, financial and physical – is a primary function of the board of directors, who usually delegate that task to the ED/CEO.

A lot more is at risk than in the old days of distributing maternity clothes and diapers. Risks have increased as centers morphed into a dual approach of medical center and material assistance to what Sparrow encourages: embracing being a mainstream medical clinic.

Most of the risks involved with providing effective medical services can be identified and addressed.

- Protect the assets of your organization
- Identify and manage common PMC risks
- Develop strategies guaranteed to give your team peace of mind



A systematic approach to risk management is prudent, protective of the organization and its board of directors, an essential element of patient care, and critical for staff safety. An organizational risk management plan is required to meet accreditation standards. *But how do you build one that actually works for your organization?*

When effective risk management is in place, you and your staff are free to do your jobs instead of scrambling to put out fires. Your time, talent and treasures are protected.

At *Sparrow Leadership*, we put together all of the pieces for:

- Basic identification and management of the risks that are part of the daily PMC operation
- Establishing strategies to reduce common risks and minimize suboptimal outcomes

- Determine risks which can be mitigated and those which simply must be avoided
- Training your team, which can be through individual 1.5 hour webinars or an all day onsite training (could be in conjunction with Board Governance training)

Our mission with the **Risk Management** track is to:

- Raise the level of professionalism of the organization by proactively identifying threats the organization faces and planning ways to mitigate those threats.
- Raise the awareness of ED/CEO, nurse, staff, and Board of policies, procedures, standards, and practices that can protect the organization.
- Teach you how to think from a “risk management” perspective so you are equipped to protect your organization.
- Build a Risk Management plan that dynamically addresses individual organizational needs with best practices solutions.

Program Overview

The **Risk Management** program consists of webinars or onsite training and follow-up consultation in each of 5 areas:

1) ***Risk Management Basics***

- What is risk management and why is it necessary?
- What are the elements of a Risk Management Plan?
- How do you identify, evaluate and prioritize mitigation of risks?
- What risks threaten your organization in the areas of medical practice, financial stability, legal threats posed by various laws (HIPAA, OSHA, CLIA, Wage and Hour laws), and human resource management?

2) ***Risk Management in the PMC setting***

- Understanding who you are as a medical clinic
- Knowing the standards and messaging for limited obstetrical ultrasound
- Verifying the nurse and/or RDMS scope of practice
- AIUM standards
- Best practices in accurate and consistent charting
- How you generate and store protected health information and the requirements of HIPAA
- Implications of OSHA in infection control, sharps, personal protective equipment and emergency preparedness
- Integration of medical and non-medical personnel
- Elements of a medical malpractice claim

3) ***Risk Management in the Linear Shared Decision Making (LSDM) model***

- Creating a systematized approach to services which helps identify risks
- Knowing and articulating the purpose for everything you do so that everyone clearly understands their role in achieving the mission
- Standardizing processes to improve the quality of patient care
- Establishing defensibility for all organizational programs and practices which the PMC includes within risk management planning
- The role of LSDM in standardizing charting to increase internal communication effectiveness

4) ***Risk Management and Governance***

- How Risk Management relates to the Board's role in stewardship
- The value of bylaws and policies and procedures in Risk Management
- Legal responsibilities of the Board
- Fiduciary duties of the Board
- Understanding the Board's responsibility and the distinction between "Ends" and "Means"
- How does the "one voice" principle apply to Risk Management
- The Board's appropriate role in personnel issues
- Implications of the fundraising obligations of the Board and its stewardship of people, programs and the purse

5) ***Building the Risk Management Plan***

- What are the essential elements of a Risk Management Plan?
- What written documents and forms are required for Risk Management?
- How do you foster a Risk Management "mindset"?
- Creating a timeline for building the Risk Management Plan
- Assigning responsibility for the timeline tasks which need to be accomplished
- Approaches to staff and volunteer training in Risk Management

Scope of Service:

1) Webinar options:

- a) Each webinar includes 1.5 hour training and .5 hour Q & A
- b) Follow-up consultation

2) On-site training option

- a) 8-hour training for your team
- b) 1 hour summary presentation with board of directors, post training with team
- c) Follow-up consultation

Risk Management Basics Objectives:

- Participants will learn what risk management is and why it is necessary.
- Participants will learn the elements of a Risk Management Plan.
- Participants will learn how to identify, evaluate and prioritize mitigation of risks.
- Participants will learn the that risks threaten their organization in the areas of medical practice, financial stability, legal threats posed by various laws (HIPAA, OSHA, CLIA, Wage and Hour laws), and human resource management.

Risk Management in the PMC setting Objectives:

- Participants will learn what it means to operate as a medical clinic.
- Participants will learn the standards and messaging for limited obstetrical ultrasound.
- Participants will verify the nurse and/or RDMS scope of practice.
- Participants will compare AIUM standards to risks in PMC setting.
- Participants will learn best practices in accurate and consistent charting.
- Participants will learn how to generate and store protected health information and the requirements of HIPAA.
- Participants will compare implications of OSHA in infection control, sharps, personal protective equipment and emergency preparedness to risks in PMC setting.
- Participants will learn about PMC risks related to integration of medical and non-medical personnel.
- Participants will learn elements of a medical malpractice claim.

Risk Management in the Linear Shared Decision Making (LSDM) model objectives:

- Participants will learn how creating a systematized approach to services helps identify risks.
- Participants will learn the foundational basis of being able to articulate the purpose for everything they do so that everyone clearly understands their role in achieving the mission.
- Participants will learn the importance of standardizing processes to improve the quality of patient care.
- Participants will learn the importance of establishing defensibility for all organizational programs and practices that the PMC includes within risk management planning.
- Participants will learn the role of LSDM in standardizing charting to increase internal communication effectiveness.

Risk Management and Governance objectives:

- Participants will learn how Risk Management relates to the board's role in stewardship
- Participants will learn the value of bylaws and policies and procedures in Risk Management
- Participants will learn the legal responsibilities of the board
- Participants will learn fiduciary duties of the board
- Participants will learn board responsibilities and the distinction between "Ends" and "Means"
- Participants will learn how the "one voice" principle applies to Risk Management
- Participants will learn the board's appropriate role in personnel issues
- Participants will learn implications of the fundraising obligations of the board and its stewardship of people, programs, and the purse

Building the Risk Management Plan objectives:

- Participants will learn the essential elements of a Risk Management Plan.
- Participants will learn the written documents and forms required for Risk Management.
- Participants will learn how to you foster a Risk Management "mindset".
- Participants will learn create a timeline for building the Risk Management Plan.
- Participants will assigning responsibility for the timeline tasks which need to be accomplished.
- Participants will learn approaches to staff and volunteer training in Risk Management.

Certificates

Each ***Risk Management Basics*** student will receive a Certificate of Completion.

Each PMC that completes the entire series will receive a Certificate of Completion of a unique Risk Management Plan.

Materials

The materials necessary to complete the training program are included in the fee set forth below and are distributed on a course-by-course and case-by-case basis. Materials produced by Sparrow Solutions are copyright protected and not to be reproduced.

Fees

The following fees for **Risk Management Basics** training:

1) Participating Clinic

a) Any one webinar is available for a fee of \$750 and includes:

- Training for your team with a 1 ½ hour webinar to introduce the basic concepts of Risk Management, followed by a half hour Q & A
- Follow-up consultation is included
- Participants who decide within 30 days to take all remaining webinars (after completion of initial webinar) will receive a 10% package discount

b) A package of all five webinars, which can take place over 12 months, is available for a fee of \$3375 and includes:

- Training for your team with a 1 ½ hour webinar to include all five Risk Management webinars, followed by a half hour Q & A
- Follow-up consultation is included

c) Clinic Risk Management full course onsite \$4300 content fee of _____ includes:

- 8-hour training for your team
- 1 hour summary presentation with board of directors, post training with team
- Follow-up consultation is included

Scholarships and packages available. Please complete application for consideration.

We wish to provide quality training to all medical clinics who desire to work with our team.

If you have any questions or concerns regarding our services, please contact Ginnie Wilson 702-925-8737.