



MedStar Washington Hospital Center

RISK MANAGEMENT CONSULTANT

GENERAL SUMMARY

The Risk Management Consultant works under the direction of the Director of Risk Management to identify and mitigate patient safety risks. The Consultant maintains an understanding of patient safety and risk management practices, and serves as coordinator and consultant for review of patient safety events, and evaluation of litigation exposure, as well as interfaces with claims management staff and legal defense counsel regarding claims and the professional liability program.

RISK MANAGEMENT CONSULTANT PRIMARY DUTIES AND RESPONSIBILITIES

1. Directs the collaborative review of patient safety events.*
2. Monitors the patient safety event reporting system for events requiring review.*
3. Creates summary reports and timelines of events for reporting to both senior leadership and regulatory entities.*
4. Maintains an awareness of regulatory requirements for reporting events.*
5. Reports potentially compensable events in the claims management system, and maintains an accurate and current claims file in collaboration with the claims file manager and defense counsel.*
6. Identifies and participates in performance improvement initiatives that enhance patient safety and reduce risk. *
7. Engages in an Enterprise Risk Management approach to reducing risk exposure by collaborating with both clinical and non-clinical service lines to guide and assist them with risk assessments, and responding to their liability issues.*
8. Performs or coordinates proactive risk and patient safety assessments of patient care areas.*
9. Maintains a network of subject matter experts who act as resources for the review of patient safety events.*
10. Works directly with legal counsel to coordinate the management of claims including collecting and providing medical records and other pertinent documents, and facilitating communication of all information required for litigation.*
11. Collaborates with the Office of Patient Experience on the review and response to patient complaints when risk management and patient safety is an issue.*
12. Develops and delivers risk management educational programs that train associates in appropriate communication, documentation, reporting, and processing of patient safety and risk events.*
13. Actively participates on committees focusing on patient safety issues.*
14. Proactively recommends appropriate revisions to policies and procedures that reduce the risk of patient safety issues and prevent future occurrences.*
15. Shares on-call responsibility for 24 hour support of associate risk management needs.*
16. Contributes to the Risk Management Department Plan and develops goals for the Risk Management Department that utilize new concepts and solutions for delivering risk management and patient safety services to the organization.*

**These duties are designated essential in accordance with the Americans With Disabilities Act of 1990.*

MINIMUM REQUIREMENTS

EDUCATION: A Master's degree in Nursing, Business, or a JD is preferred. A Bachelor's degree is required, preferably in nursing or related healthcare field.

PRIOR EXPERIENCE: Minimum of five years of clinical healthcare experience, and an additional five to eight years in the field of healthcare risk management is required. Knowledge of accrediting, regulatory, and licensing standards and processes is preferred.

ON-THE-JOB EXPERIENCE: Approximately six to twelve months to gain familiarity with the hospital culture, department routines and procedures, and the full range of job duties and responsibilities.

PROBLEM SOLVING: Job requires a very high level of problem-solving.

INTERNAL CONTACTS: Internal contacts necessary to effectively negotiate, persuade or present issues to others within the hospital.

INDEPENDENT JUDGEMENT: Work assignments are generally received in the form of task assignment, results expected, due dates and general approach to be taken. Responsible for completion of duties as assigned.

PATIENT CARE: Assists with patient care by establishing and/or monitoring the techniques, policies, and procedures used by those who deliver care.

RESPONSIBILITY FOR WORK OF OTHERS: Responsible as an individual contributor, but may sometimes direct other associates on special projects. Not responsible for departmental human resources functions.

CERTIFICATION/REGISTRATION/LICENSURE: Certification in Professional Health Risk Management (CPHRM). Registered Nurse licensure in the District of Columbia is strongly preferred.

The duties reflected in this description do not preclude the assignment of other duties and responsibilities. They provide a general summary of the work required, and should not be treated as a total and complete list of expected duties to be performed by employees in the classification.