

Risk Manager Role Description

Description of role:

The risk manager leads the risk management structure and implements risk management processes to proactively mitigate risks and prevent loss to the organization.

Responsibilities:

- Identifies, assesses, analyzes and mitigates liability risks
- Accountable to lead and implement Risk Management Plan (attached) and related programs
- Leads risk management structure and implements risk management processes
- Evaluates liability through investigations
- Reports on quantifiable and actionable data
- Promotes “no-blame” culture and encourages reporting of errors and near misses
- Manages claims

Reports to: _____

Key Functions

- Identify Risk
- Quantify and Prioritize Risk
- Investigate and report major events
- Perform compliance reporting
- Capture and learn from near misses & good catches
- Uncover latent (hidden) failures
- Analysis/investigation
- Risk Management Reporting & Information System
- Funding loss (insurance, other)

Activities

- Data review
- Observation
- Operational Interviews
- Data review
- Risk Priority Matrix (FMEA)
- Investigate
- Report
- Data review
- Report
- Analyze near miss data
- Risk Mitigation Plans
- Investigations
- Root Cause Analysis
- Direct observation
- Interview of staff
- Evaluate use/need for change
- Maintain or revise system
- User education and adoption
- Insurer relationships
- Claims management
- Risk mitigation plans
- Collaborate with legal PRN

Specific duties

1. Convenes Risk Management Briefing with Sr. Leadership at least quarterly and as needed
2. Facilitates Risk Management Leadership Team meeting monthly (one hour)
 - Prepares agenda and documents for discussion; distributes
 - Reports Team activity to Operations Team monthly
 - Reports Team activity to Quality Committee quarterly
3. Coordinates RM Work Teams and related work; bi-weekly check-in or meeting as needed
 - Reports work team activity to RM Leadership Team monthly
 - Identifies/Implements risk management related systems
4. Coordinates with Quality Improvement/Compliance/Experience and other functions to carry out Risk Management Plan; identifies data to analyze for potential risk and trends
5. Identifies/Implements risk management-related processes, activities, mitigation strategies
6. Collaborates with legal, finance, insurer and risk management resources as needed
7. Provides leader and staff education and training
 - New employee orientation
 - Ongoing training/debriefing
 - Annual review and competency validation
 - Event-specific training
8. Evaluates Patient & Family Grievances
 - Analyzes data for trends
9. Reports possible risks, adverse events, near-misses
 - Document
 - Classify
 - Track/Analyze/Trend
10. Respond to events
 - Immediate response
 - Communication
 - Investigation/Analysis/Follow-up
 - Reporting
 - Mitigation plan to reduce future risk
11. Assures contingency plans are developed for catastrophic situations
 - Electronic Health Record
 - Security/CyberSecurity
 - Infection or disease-related
 - Power loss (long-term)
 - Terror attack/Mass shooting
 - Natural disaster
 - Other