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Medical Assurance Society

Risk Management - Practice Managers Programme

Friday, 10 June 2011 | Start 4:00pm | Duration: 60mins | Sportsdrome

Risk Management

Medical Assurance Society

We make it easy

Risk management steps

Identify

Assess

Choose and implement management plan

Monitor

Identify

Financial risk

Personnel risk

Patient centred risk

Clinical risk

Assess the risk

Is the nature of the risk:

- Financial, personnel, patient centred or operational?

Is the likelihood of it happening:

- High, medium or low?

Is the impact likely to be:

- Significant, moderate or minimal?

Choosing a risk management plan

Methods to deal with risk:

1. Avoid
2. Accept
3. Reduce/mitigate
4. Transfer

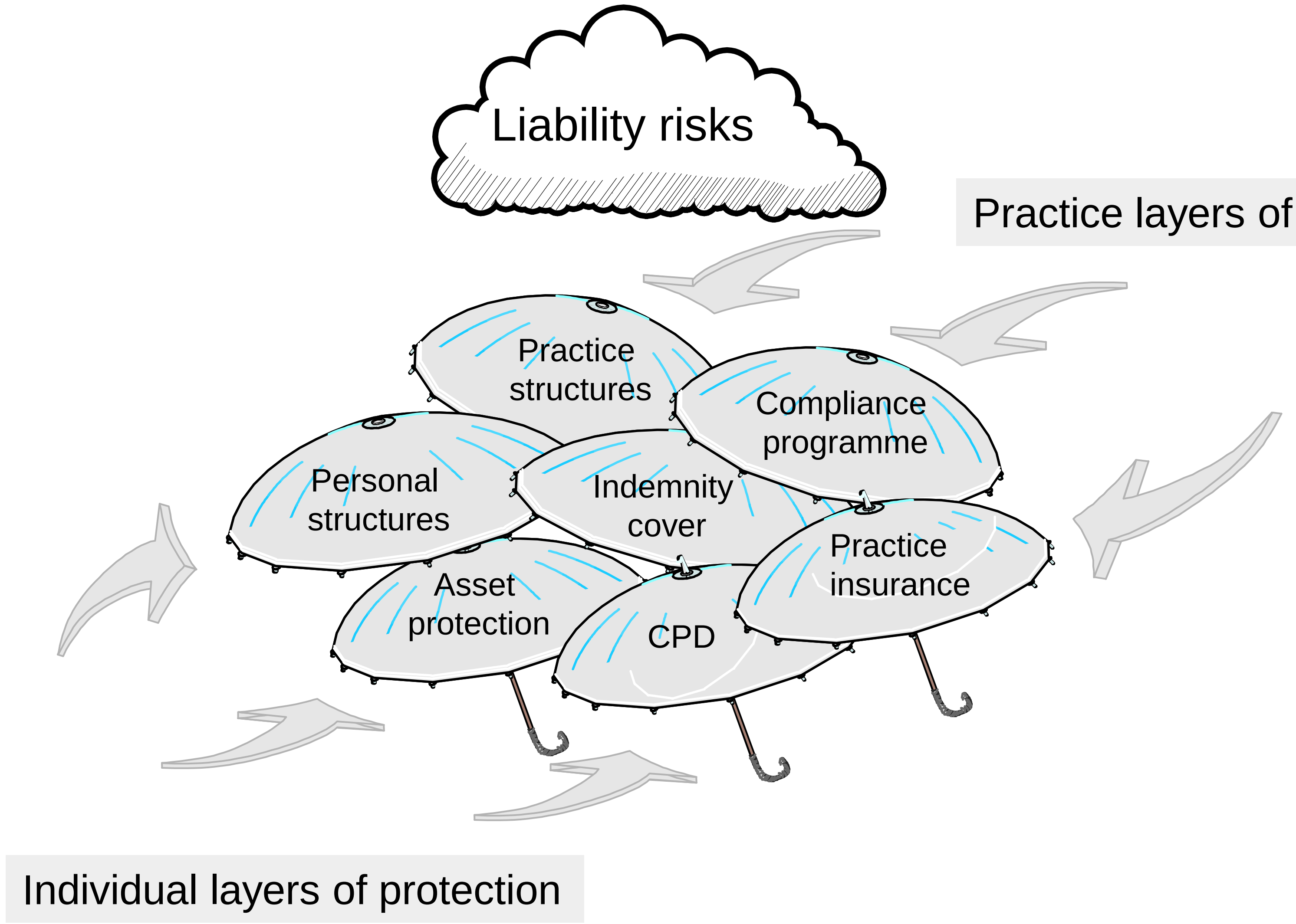
Or a combination of these.

Risk management

- Most risk can be avoided, accepted or minimised by receiving reputable advice and having good policies and processes in place and adhering to them.

- Transfer of risk is best accomplished with comprehensive insurance.

Liability risk management example



Business risk

Employment

- Good knowledge of legislative requirements.
- All staff have written IEAs or services contracts, agreed and signed prior to commencing work.
- Process for checking current qualifications, scope of practice and indemnity insurance.
- Well written policies and procedures.
- Effective performance management process.
- Insurance.

Business continuity

- Insurance – business interruption – does it include disaster cover, prevention of access, suppliers premises?
- Communication – how do you contact your staff? Their next of kin? Your patients?
- Can you negotiate a MOU with another practice to share facilities?
- Is your asset register up to date? If you had to replace the contents of an entire surgery, do you know what was in it?
- Do your suppliers have a business continuity plan?

What are the odds . . . ?

7.1	Darfield	2010
7.8	Dusky Sound	2009
6.8	Gisborne	2007
6.5	Edgecumbe	1987
7.1	Inangahua	1968
7.0	Wairarapa	1942
7.2	Wairarapa	1942
7.6	Pahiatua	1934
7.8	Hawke's Bay	1931
7.8	Buller	1929
7.1	North Canterbury	1888
8.2	Wairarapa	1855
7.8	Marlborough	1848

Napier 1931

Christchurch 2011

Health and safety

Legal requirement under the HSE Act 1992 to provide a safe and healthy workplace

- Hazard identification.
- Accident recording and reporting.
- Listen to staff concerns about risk areas.
- Qualified first aiders.
- Induction process.
- Infection control.
- Fire evacuation and other emergency procedures.

Computers and IT

- Effective back-up system (off site) that you know will restore your data.
- At least two people know your system.
- Trustworthy, professional IT support.
- Effective firewalls and anti-virus software.
- Internet and email policy.
- If your IT system ‘goes down’ overnight, would you know which patients are arriving in the morning?

Maintenance – equipment and premises

- Maintenance requirements of equipment are catalogued and audited.
- A capital plan outlines replacement of equipment.
- Controls are in place to monitor efficiency of equipment e.g. autoclaves, vaccine fridges
- Premises are checked for maintenance requirements on a quarterly basis e.g. leaks, broken latches on windows, air conditioning.

Financial risk

- Be responsible for your business. Don’t hand over financial control without checks and balances.
- Separate roles – invoicing, receipting and banking.
- Know and understand your PMS reports. Monitor relevant KPIs on a regular basis e.g. average treatment fees/times, lab/materials costs, spare capacity, budget variances etc.
- Know your cash flow position and manage debtors
- Plan and pay provisional tax, GST and PAYE on time.

Formulate and implement risk management plan

1. Communicate the plan/receive feedback.

2. Set out the procedures to follow and explain the reasons for doing so.

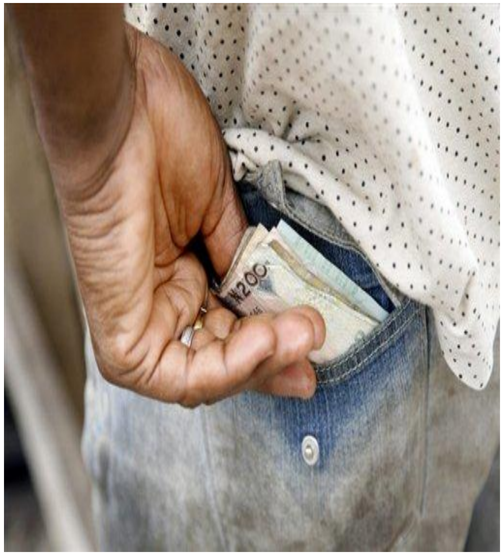
3. Train and re-train until it becomes routine.

4. Select and delegate the responsibility for the process to a suitable person within the practice.

Monitoring the plan

- Re-assessment of the risk.
- The effectiveness of the programme.
- Feed back from those implementing the programme.
- Impact on other parties.
- Cost of the programme.
- Benefits achieved by the programme.

Scenario



One employee advises you she just observed another employee slipping several notes into her pocket while doing the end of day cash up.

What do you need in place to:

a. Protect the practice from it occurring?
b. Detect it when it does occur?
c. Deal with this scenario?

This is **not** an effective risk management plan.

Financial risk management plan...

(this will get you started, but there will be other risk areas)

Item	Rationale/action
Banking/cash handling policy	Policy for handling and banking of income with balances/checks in place.
Fraud and theft policy	Prevention and detection. Details investigation process and consequences if proven. Details acceptable personal use of facilities and reimbursement requirements for personal use.
Monitor income and receipts	Maximising income – invoicing for all services provided. Detecting errors and fraudulent behaviour.

Business and legal risk...

Item	Rationale/action
Robust recruitment	Reference checks , criminal records. Avoid importing the problem.
Employment agreements	Legal compliance requirement. Details the terms and conditions of the employment relationship. Serious misconduct definition and process to follow.
Position descriptions	Details the tasks and scope of the role, the responsibilities associated with the position.
Code of conduct	Outlines the desired culture and behaviour that you wish to foster within your practice.
Security guidelines	Individual PINs for PMS, security alarm, key holder register, exit process when staff leave.

Workshop

Risk assess
your practice

Resources and contacts

MAS HealthyPractice® www.healthypractice.co.nz

MAS Business Advisory Services

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