



## Promoting Leadership for Safe and Trusted Healthcare

### **About the Profession**

Healthcare risk management is the identification and evaluation of risks as a means to reduce injury to patients, staff and visitors either proactively or reactively to either prevent occurrence or minimize damages following an event.

Healthcare risk management is a diverse profession in a dynamic and evolving healthcare industry. Healthcare risk managers hold a wide variety of titles and work in a cross-section of organizations. Healthcare risk managers come from a variety of professional and educational backgrounds. We have an interest in the broad-based discipline of healthcare risk management because we enjoy working to positively influence the healthcare industry and contribute to the delivery of safe and trusted healthcare.

### **About Healthcare Risk Management and Patient Safety Professionals**

A professional healthcare risk manager must possess a comprehensive understanding of the business and complexity of healthcare to identify both real and potential safety threats or risk. After identification of risk(s), the professional healthcare risk manager must be able to analyze, trend and implement processes to eliminate or minimize the safety threat or danger to the public. The professional healthcare risk manager must have analytical skills to evaluate risk data that can be translated verbally and in writing to promote patient safety and ensure the wellbeing of the organization's healthcare consumer.

The control and prevention of medical accidents and injuries is a significant public health and safety concern in Florida and across the country. An essential method of controlling medical injuries is a comprehensive program of risk management, as required in law. According to Florida law the key to such a program is a competent and qualified health care risk manager.

The FSHRMPS Competency Model and Professional Development Framework was compiled and developed by members, subject matter experts and volunteers. The framework provides information on the knowledge and skills that risk management and patient safety professionals should have at the entry, intermediate and executive level as well as a suggested inventory of professional development opportunities and the associated ultimate professional attainment goals. The Framework can be used by public stakeholders to understand the scope of work, competency components and professional development opportunities for Healthcare Risk Management and Patient Safety Professionals practicing in the State of Florida.

<b>Entry Level</b>
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**Knowledge of:**

- Applicable standards of health care risk management, patient safety and accreditation compliance
- Applicable federal, state, and local health and safety laws and rules
- General risk management administration including clinical operations, claims, risk financing, proactive loss prevention and departmental organization and management
- Patient care including patient rights, patient grievances and the principles of disclosure
- Medical care including medical and bio-ethics, human factors and system concepts
- Personal and social care including informed consent, patient self determination, advance directives and cultural sensitivity
- Patient harm prevention strategies and patient safety culture
- Process improvement techniques and measures

- Community interrelationships
- Medical terminology
- The role of patients and families in improving patient safety and reducing risks

### **Necessary Skills and Attributes:**

- Critical business thinking
- Ability to communicate effectively verbally and in writing
- Basic analytical and problem solving abilities
- Ability to build collaborative relationships with key stakeholders
- The ability to investigate and analyze the frequency and causes of general categories and specific types of adverse incidents to patients
- The ability to manage an incident reporting system
- The ability to develop appropriate measures to minimize the risk of adverse incidents to patients
- Possess personal attributes such as integrity, ethics and empathy

### **Recommended Professional Development:**

- Participation in FSHRMPS, ASHRM & NPSF Webinar CE Series and or Annual Conference
- Participation in FSHRMPS RM 101
- Participation in ASHRM University
- Participation in NPSF Patient Safety Curriculum

### **Professional Attainment Goals:**

- Basic Entry Level Florida Certificate (Under Development)

## Intermediate Level

### **Knowledge of:**

- Clinical and patient safety issues
- Risk financing, legal and regulatory operations.
- Healthcare operations including claims and litigation
- Patient safety culture, leadership and advocacy
- Patient safety and risk solutions
- Measuring and improving performance
- Systems thinking design and human factors
- Research methodology and the process of due diligence
- Vendor liability exposures
- Enterprise risk management strategies

### **Necessary Skills and Attributes:**

- Ability to present data in a format to facilitate decision making based on the analysis of data
- Ability to collaborate with legal counsel on litigation strategy and ensure legal case files are maintained to protect confidentiality as provided by law
- Leadership skills to manage a team and delegate tasks
- Ability to analyze professional liability historical loss experience
- Ability to act as a resource or internal consultant on patient safety and enterprise risk management issues
- Ability to develop and implement risk management and patient safety plans and programs
- Ability to develop a strategic perspective and align with organizational strategy
- Conflict resolution
- Negotiation

## **Recommended Professional Development:**

- Participation in FSHRMPS, ASHRM & NPSF Webinar CE Series and or Annual Conference
- Publication in FSHRMPS Risk Net Publication
- Participation in FSHRMPS Leadership Academy
- Participation in ASHRM Academy (HRM & PS Certificate Programs)

## **Professional Attainment Goals:**

- Certified Healthcare Risk Management Professional (CPHRM)
- Certified Professional in Patient Safety (CPPS)

<b>Executive Level</b>
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## **Knowledge of:**

- Strategic plan development and implications of the strategic objectives on risk management and patient safety goals
- Advanced risk financing

## **Necessary Skills and Attributes:**

- Ability to interpret data to guide decision making at the organizational level
- Ability to design program evaluation and monitor ongoing risk management and patient safety activities
- Ability to develop, implement and oversee risk management and patient safety plans and to align with organizational mission, vision, values and goals
- Ability to advocate for interdisciplinary patient safety conversations and problems solving
- Ability to promote the principles of high reliability and just culture
- Ability to publish professional articles and contribute to the risk management and patient safety literature

**Recommended Professional Development:**

- Presentation at (of) FSHRMPS, ASHRM &/or NPSF Webinar CE Series or at Annual Conferences.
- State or (and) National Publications

**Ultimate Professional Attainment:**

- FASHRM
- DFASHRM