HEALTH CARE RISK MANAGEMENT

PRESENTERS
SUZETTE GOUCHER JD RN CPHRM
CARRIE SULLIVAN MBA RN CPHRM
RISK MANAGEMENT SUPPORT

- Risk and Claims Investigations
- Claims Management
- Credentialing
- Quality and Patient Safety
- Provider Support
- Malpractice Funds Fiduciary Responsibilities
- Institutional Support
- Institutional Resource
- Disruptive Patients
- Mandatory Reporting and Investigations
RISK MANAGEMENT CONTACT

- Main Line: 801-585-2031
- Call Hospital Operator
- Page through Smart Web 24/7

Office
525 E. 100 S.
Suite 4235
Monday – Friday
8 am – 5pm
Interns, residents and fellows are named in about 20% of the 40 - 50 Legal Claims filed against the University each year.
PROFESSIONAL LIABILITY INSURANCE

- Self Insured Retention Trust (UUHC and SOM contribute)
- Excess Insurance
- Indemnification
INVOKE HEALTH CARE RISK MANAGEMENT

- A fracture, dislocation, or subdural hematoma
- Maternal or fetal death or code, or APGAR of less than 5 in 5 mins.
- Elopement or suicide
- Paralysis or loss of sensation, including loss of eyesight or hearing
- Sudden or unexpected death
INVOKE HEALTH CARE RISK MANAGEMENT

- Severe burns of any type
- Surgical events/ retained foreign objects
- Product or Device failure
- Adverse Event, Serious Safety Event or Unexpected Outcome
INVOKE HEALTH CARE RISK MANAGEMENT

- Notice of Claim / Notice or Intent
- Provider Resilience Support
- Avoid costs and stress of litigation
- Facilitate interactions with families
- If you are subpoenaed, asked to do a deposition or asked to be interviewed by attorneys
ADVERSE EVENT OR SUSPECTED ERROR: STEPS

• Take care of the patient
• Talk to the family/patient
• Identify the event
• Participate in the investigation
• Disclose to patient/family
• Work to resolve claim
COMMUNICATION IS A RECURRENT THEME IN MALPRACTICE CLAIMS

• Informed consent
• Care transitions
• Discharge instructions
• Provider discord
• Documentation
ALWAYS USE RESPECTFUL COMMUNICATIONS
DISRESPECTFUL COMMUNICATIONS ARE COSTLY AND CAN DESTROY CAREERS

That know it all patient called again and says he thinks his incision is infected and he wants you to call him AGAIN! He probably has hemorrhoids, not an infection. You'll need a stiff drink before you call him back.
TIPS TO PREVENTING LAWSUITS

- Open and honest communication
- Establish good patient – caregiver relationships
- Follow up on tests and specialist referrals
- Documentation
- Stay current
- Follow proper procedures
- Listen and learn
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Questions?