

Position Description

INCUMBENT _____ CSN _____

PRESENT CLASSIFICATION _____ DATE _____

WORKING TITLE _____ FLSA _____

DEPARTMENT/DIVISION _____

Position Function

The Risk Management and Patient Safety Program Assistant will employ clinical knowledge and technical savvy to provide exceptional support to SIU Medicine. This position will also support in risk and safety concepts and principles through programs to identify, resolve, report and prevent risk and safety events. This position will promote and engage in the education, implementation, and support of a culture of safety and just culture.

Organizational Relationship

This individual will report directly to the Director of Risk Prevention and Patient Safety, who reports to the Chief Compliance Officer who reports to the Chief Executive Officer of SIU Medicine.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

SIU School of Medicine Behavior Standards:

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Risk and Safety Functions: 65%

- Assists in analysis of adverse/sentinel events and trends
- Analyzes incidents and investigates claims to identify potential risk
- Collaborates in research/ safety assessments and investigation of Root Cause Analyses (RCA).
- Collaborates with departments in identifying and managing improvement opportunities across the practice related to national patient and safety goals and all regulatory and compliance standards related to patient safety.

- Collaborates with departments in improving work processes related to patient safety by decreasing variation and standardizing processes throughout the departments.
- Manages the day to day operations and use of the policy management platform and ensures all policies, procedures, guidelines and standards are maintained for the organization
- Monitors and facilitates the critical incident/ reporting system throughout the departments and the practice.
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- Participates in comprehensive approaches to near-miss/ root cause analysis throughout the departments and practice.
- Oversees a risk and safety procedure / process for assessment of safety and risk status in clinical areas.
- Assists with periodic Quality & Safety evaluations (PQSE).
- Guides, conducts periodic reviews, and works with clinic managers to ensure findings are acted upon.
- Acts as a patient safety advocate and liaison with various departments involved.
- Conducts and facilitates PSES departmental meetings and scores events using national approved patient safety scoring methodologies and determines events submitted to Patient Safety Organization.
- Reviews and approves/denies termination/reinstatement requests of patients. Ensures all appropriate documentation in place and involves applicable stakeholders across the organization to determine organizational risk.
- Assists with duties involving all members of the safety and risk team. Some of these duties consist of following up with complaints, incidents, termination/ reinstatement of patients, etc.

Education and Clinical Support: - 25%

- Expected to navigate, maintain, support and be subject matter experts on use of Sensor, PolicyStat, SIU reports portals, TouchWorks, and other electronic platforms adopted by the Risk and Safety Team.
- Provides education to clinical areas regarding the nature of problems and remedial procedures to prevent future occurrences.
- Provides proactive support to all providers and clinics staff as needed. Provides education, training, and mentoring support as needed.
- Create and maintain job aids
- Works with departments regarding reporting and processes

Administrative Support: 10%

- Answers telephone, email, and secure messages regarding patient/employee concerns or questions.
- Provides phone support to providers, residents, medical students, ancillary staff and clinical staff, answering questions related to the incident report system and policy management platform.
- Able to use the feedback/risk data base to accurately document and report all events as well as the follow up involved.
- Provides professional and knowledgeable interactions with patients, providers, and outside entities.

- Assists with confidential investigation of risk incidents

Skills and Abilities Required for Position

- Excellent assessment, communication and organization skills.
- Demonstrates exceptional customer service and interacts effectively with providers, patients, residents, visitors, staff and the broader SIU SOM community.
- Ability to develop goals and plans to prioritize, organize, and accomplish independent and collaborative work
- Knowledge of computer programs, Microsoft office products, and able to navigate within different systems easily.
- Experience with training and educational facilitation.
- Works independently and exercise judgment in order to be able to analyze and investigate a variety of questions and/or problems.
- Inquisitive mind; outgoing personality; strong interest in leveraging technology to improve patient care
- Demonstrates self-direction and works well autonomously
- Ability to independently manage multiple projects with general supervision
- Sensitive to the needs of underrepresented minority populations

Minimum Qualifications

1. Bachelor's Degree in a Healthcare Field
2. Experience in risk prevention and patient safety. Experience may include, but not be limited to, critical incident investigation, regulatory compliance, , or complaint/grievance management.

Preferred Qualifications

1. Licensed nurse

Responsibility

A. Supervisory Controls –Supervisory controls occur both written and orally from the Director of Risk and Patient Safety. This position requires independent thinking and independent prioritization.

B. Guidelines –This employee is required to follow the School of Medicine and HealthCare employee guidelines, policies and procedures.

Difficulty

A. Complexity –The incumbent will have a variety of tasks, which require rapid response. The incumbent will need to be flexible based on the daily demand of the position.

B. Scope and Effect –The incumbent performance will affect the staff, patients, physicians, medical students, and all others employed by SIUSOM, and HealthCare.

Personal Contacts

The incumbent will have phone and face to face contact with all employees, medical students, patients, and physicians.

Environmental, Health, and Safety Responsibilities

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

See attached *Physical and Environmental Requirements* form.

Incumbent

Date

Immediate Supervisor

Date

Department Head/Chair

Date

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Program Assistant**

Position No. (If applicable): **N11327.000** Department: **SIU HealthCare Core-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____