

HSCC 330 Legal and Legislative Aspects of Health Care

Risk Management & Quality Assurance

HSCC 330 Risk Management 1

Objectives

- Upon completion of this section, the student should be able to:
 - Define risk management
 - Identify the goals and functions of risk management
 - Identify the most frequent claims in EMS
 - Identify pre-loss and post-loss strategies
 - Define quality assurance
 - Identify quality-of-care indicators
 - Identify the components of a QA program

HSCC 330 Risk Management 2

Risk Management & Quality

- Quality is a central concern
- Risk management is outcome-oriented
- Quality is process-oriented

HSCC 330 Risk Management 3

Risk Management

- The process through which potentially or actually harmful situations can be identified, improved, or resolved

HSCC 330 Risk Management 4

Risk Management Goals

- Eliminate causes of loss
- Lessen operational and financial effects
- Cover inevitable losses

HSCC 330 Risk Management 5

Risk Management Functions

- Risk financing
- Risk transfer
- Loss control
- Proactive risk management

HSCC 330 Risk Management 6

Risk Management in EMS

- Risk is minimized by helping ensure patient safety and outcome through:
 - effective protocols
 - effective training
 - effective hiring
 - effective fleet and equipment maintenance

Risk Management Steps

- Identify risks
- Implementing the plan
- Damage control
- Review and revise the plan

Identify Risks

- In order to reduce risks, it is necessary to identify what the risks are

Most Frequent Claims in EMS

- Dispatch
- Response
- Employees
- Quality of Care
- Personnel Issues

Implementing the Plan

- Needs to be in writing
- Needs to be supported at all levels

Damage Control

- Taking steps to minimize damages in the event of an unavoidable occurrence

Review and Revise Plan

- Constant improvement and adjustment of the plan

HSCC 330 Risk Management 13

EMS Risk Management Strategies

- Pre-loss
 - Insurance
 - Protocols
 - Education
 - Documentation
 - Past Claims
 - Quality Improvement
- Post-loss
 - Investigation
 - Patient/family Questions
 - Protocols
 - Remediation/Evaluation

HSCC 330 Risk Management 14

Assessing Quality

Structure → Process → Outcome

HSCC 330 Risk Management 15

Process

- Quality of the "process" of care is defined as normative behavior

HSCC 330 Risk Management 16

Structure

- Relatively stable
- Functions to produce care
- Influences care
- It is relevant to quality in that it increases or decreases the probability of good performance

HSCC 330 Risk Management 17

Outcomes

- It is a change in a patient's current or future health status that can be attributed to antecedent health care
 - social and psychological
 - attitudes
 - knowledge
 - behavioral change

HSCC 330 Risk Management 18

Quality-of-Care Indicators

- Mortality rates
- Adverse events
- Disciplinary actions
- Malpractice awards
- Patient self-assessment
- Scope of hospital services

CQI/TQM

- Based on quality improvement strategies developed in the industrial setting
- Principles
 - meeting needs of "customers"
 - improve system, not look for "bad apples"
 - data is important
 - all levels involved
 - QI is never finished

Managerial Principles to Improve Quality

- Active visible support
- Focus on processes
- Eliminate variation
- Revised strategies for personnel management

QA in EMS

- Has become important in recent years
- Specific goal of positively affecting patient care
- Should reduce death and serious injury resulting from system defects

Components of a QA Program

- Identification element
- Active element

In conclusion. . .