

Healthcare Risk Control

Topics Covered

2016

Administrative Support Services

Healthcare Advertising and Marketing
Media Relations
Social Media in Healthcare

Critical Care

Clinical Alarms
Invasive Lines
Pulse Oximetry
Risk Management and Patient Safety in the ICU
Ventilator Safety

Education and Training

Bloodborne Pathogens Training Program
Chain-of-Command Training Program
Communication and Disclosure Training Program
Fatigue Management Training Program
Fall Prevention Training Program
Hand Hygiene Training Program
Lockout/Tagout Training Program (online only)
Medical Device Reporting Training Program
Medication Safety Training Program (online only)
Respirator Training Program
Restraint Reduction Training Program
Risk Management and Patient Safety Training for the Physician Practice
Sales Representatives and Other Outsiders in the OR
Sexual Harassment Awareness and Prevention
Sharps Injury Prevention Training Program
Surgical Fire Safety Training Program
The Dangers of Manual Patient Handling (online only)
Training Program: Sexual Harassment Awareness and Prevention
Tuberculosis Training Program

Emergency Care

Automated External Defibrillators
Deflating Antishock Trousers (Pneumatic Counterpressure Suits)
Elder Abuse Reporting
Emergency Department Liability
Family Presence during Resuscitation and Invasive Procedures
Intimate Partner Violence
Patients Who Leave without Being Seen
Paediatric Care in the Emergency Department

Employment Issues

Carpal Tunnel Syndrome
Employee Drug Testing
Employer-Sponsored Child Care
Employing Temporary and Agency Staff
Ergonomics
Fatigue in Healthcare Workers
First Assistants in Surgery
Patient Lifts
Reproductive and Developmental Hazards
Safe Patient Handling and Movement
Sexual Harassment
The Hospital Occupational Health Service
Understaffing

Environmental Issues

Compressed Gases
Ethylene Oxide, Formaldehyde, and Glutaraldehyde
Indoor Air Quality
Introduction to Hospital Waste Management
Latex Sensitivity
Medical Gas and Vacuum Systems

Personal Protective Equipment
Personnel Exposure to Xylene
Underground Storage Tanks

Ethics

Clinical Trials: Risk, Safety, and Liability
Culturally and Linguistically Competent Care
Do-Not-Resuscitate Orders
Institutional Ethics Committees
Termination of Life-Sustaining Treatment

Home Care

Home Care: An Overview
Home Care: Staff-Related Risks

Incident Reporting and Management

Disclosure of Unanticipated Outcomes
Event Report Interviews
Event Reporting and Response
Investigating Device-Related Skin “Burns”
Medical Device Adverse Event Recognition and Investigation
Responding to Government Inspections
Risk Management Tips for Device-Related Events

Infection Control

Aseptic Technique in the Operating Room
Bloodborne Pathogens
Developing a Tuberculosis Infection Control Program
Hand Hygiene in the Healthcare Setting
High-Profile Healthcare-Associated Infections
Immunization of Healthcare Personnel
Infection Control and Pulmonary Resuscitators
Management of HIV-Infected Providers
Occupational Exposure to Blood or Body Fluids
Overview of Infection Prevention and Control
Patient Testing for HIV
Patients and HIV: Legal and Liability Risks
Reprocessing in Central Service
Reprocessing of Flexible Endoscopes
Sharps Disposal Containers
Sharps Injury Prevention Programs

Laws, Regulations, and Standards

Creating and Maintaining an Effective Compliance and Ethics Program
Informed Consent

Long-Term Care

Assisted-Living Overview
Mental Health in Aging Services
Nutrition and Hydration
Overview of Long-Term Care Risks and Liability
Preventing Resident Abuse and Neglect
Setting Realistic Expectations
Subacute Care in Long-Term Care Settings
Wandering and Elopement

Medical Records

Discovery: Paper Records and Electronic Information
Electronic Health Records
Medical Abbreviations
Medical Records

Medical Staff

Disruptive Practitioner Behaviour
Hospitalists
Medical Staff Credentialing
Proctoring
Residents
Substance Use Disorders in Physicians

Medical Technology

Alternate Parts and Supplies
Bed Safety
Borrowing and Lending Equipment
Infusion Pumps
Managing Equipment Service
Medical Device Hazards and Recall Management
Optimizing an IPM Program
Patient-Supplied Equipment
Personal Electronic Devices in Healthcare
Safety during Medical Equipment Inspections
Technology Acquisition and Management
Telemedicine
Use of Reprocessed Single-Use Medical Devices

Mental Health

Electroconvulsive Therapy
 Patient Violence
 Refusal of Emergency Psychiatric Treatment
 Suicide Risk Assessment and Prevention in the Acute Care
 General Hospital Setting

Nursing

An Overview of Nursing Liability
 Impaired Nurses
 Pressure Ulcers

Obstetrics and Neonatal

Electronic Fetal Monitoring
 Identifying and Managing Jaundice in Newborns
 Obstetrical Liability: An Overview
 Obstetrics and Neonatal Safety
 Reducing the Preterm Birth Rate
 Shoulder Dystocia
 Vaginal Birth after Cesarean

Outpatient Settings

Ambulatory Surgery
 Managing Risks in Physician Practices
 Office-Based Surgery and Anaesthesia
 Test Tracking and Follow-Up

Patient Support Services

Discharge Planning
 Managing Patient Grievances and Complaints
 Patient Satisfaction
 Patients Leaving against Medical Advice

Pharmacy and Medications

Bar-Coded Medication Administration Systems
 Chemotherapy: Overview of Risk Management, Safety,
 and Regulatory Issues
 High-Alert Medications
 Implementing Computerized Provider Order Entry
 Managing the Risks of Employee Exposure to
 Hazardous Drugs
 Medication Reconciliation
 Medication Safety

Pain Medication and PRN Orders
 Patient-Controlled Analgesia

Radiology

Employee Radiation Exposure
 Overview of Diagnostic Radiation Risk and Liability
 Overview of Radiation Therapy Risk and Liability
 Safety Concerns in the MR Environment

Risk and Quality Management Strategies

Arbitration and Mediation
 Chain of Command
 Communication
 Culture of Safety
 Demonstrating Risk Management Value
 Developing a Risk Management Program
 Enterprise Risk Management: An Overview
 Failure Mode and Effects Analysis
 Getting the Most out of Root-Cause Analyses
 Health Literacy
 Identifying and Managing Risks
 Managing a Multifacility Risk Management Program
 Patient Identification
 Patient Safety, Risk, and Quality
 Patient-Centred Care
 Photography, Filming, and Other Imaging of Patients
 Preparing Staff for Depositions
 Quality-of-Care Measures
 System Safety Analysis
 The Physician's Role in Risk Management
 The Role of the Healthcare Risk Manager: A Primer
 The Role of the Patient Safety Officer

Safety and Security

Child Safety in the Hospital
 Construction Safety
 Developing an Effective Fire Drill Program
 Developing an Interim Life Safety Measures Program
 Disaster Drills
 Emergency Management
 Evacuation
 Falls
 Fire Protection and Safety

Hospital Security
 Infant Abandonment
 Infection Control during Construction
 Medical Identity Theft
 Patient Identification and Security Systems
 Preventing Infant Abductions
 Reducing the Use of Paediatric Restraint
 Restraints
 Safety Management
 Selecting an Approach to Overhead Emergency
 Communications
 Surgical Fires
 The Hospital Incident Command System
 Violence in Healthcare Facilities

Self-Assessment Questionnaires

Ambulatory Surgery
 Anaesthesia Department
 Backup Systems and Procedures
 Bloodborne Pathogens Policies and Procedures
 Continuing Care Risk Management Programs
 Credentialing for Technology Use
 Critical Care Patient Safety
 Dialysis
 Electrical Safety
 Emergency Department
 Falls
 General Surgical Services
 Hazard and Recall Management
 Hazardous Materials Management
 Home Care
 Hospital Security
 Immediate-Use Steam Sterilization
 Infusion Therapy
 Laser Safety
 Lockout/Tagout
 Managing Obese Patients in the Healthcare Setting
 Medical Devices: Tracking and Adverse Event Reporting
 Medical Staff Credentialing
 Medical Technology Management
 Medical Technology Planning and Acquisition
 Medication Reconciliation

Medication Safety
 Obstetrics
 Patient Safety
 Physician Practice Risk Management
 Preventing and Responding to Infant Abductions
 Preventing Sharps Injuries
 Psychiatric Treatment
 Radiology
 Safety Management
 Violence Prevention
 Wandering and Elopement

Special Clinical Services

Addressing the Special Needs of Bariatric Patients
 Aerosol Pentamidine
 Alternative, Complementary, and Integrative Medicine
 Blood Transfusions
 Cervical Cancer Screening--An Overview
 Dialysis
 Hospice Care
 Laboratory Drug Testing Services
 Organ and Tissue Donation
 Overview of Paediatric Risk Management
 Palliative Care Programs
 Preventing Misconnections of Lines and Cables
 Refusal of Blood Transfusions on Religious Grounds

Surgery and Anaesthesia

An Overview of Liability Risks in Orthopaedic Surgery
 Anaesthesia Information Management Systems
 Awareness during Anaesthesia
 Bariatric Surgery
 Basic Patient Monitoring during Anaesthesia
 Burns during Cataract Surgery
 Fighting Airway Fires
 Implants and Explants
 Laser Use and Safety
 Moderate Sedation and Analgaesic
 Overview of Anaesthesia Safety
 Patient Positioning
 Postanaesthesia Care
 Safe Use and Selection of Trocars in Laparoscopy

Sales Representatives and Other Outsiders in the OR
Surgery in the Elderly
Surgical Drapes
Surgical Smoke Evacuation Systems
Unintentionally Retained Surgical Items
Warming Cabinets
Waste Anaesthetic Gases
Wrong-Site Surgery