

Office of Risk Management

New Employee Orientation

July 2022

What is Risk Management?



Those principles & techniques that, when proactively applied, will avoid, reduce or minimize loss & protect assets.

Risk Management

Vision

Patients, families, visitors, faculty & staff will be free from accidental harm as a result of services provided, or research conducted, by the Brody School of Medicine or any ECU Health facility or patient clinic. If harm does occur, immediate & appropriate actions will be taken to mitigate further harm & reduce the likelihood of harm to any other patient, family, visitor, faculty or staff.

**Risk
Management
Goals**

A robust, proactive program that mirrors ECU Health's **MISSION** to improve the health and well-being of people in Eastern North Carolina

AND

A program that mirrors ECU Health's **VISION** to become the national model for contemporary rural health care through

Clinical Care / Research / Education



Program Scope & Components



- ✓ **Risk Assessment**
- ✓ **Risk Reduction**
- ✓ **Risk Control**
- ✓ **Risk Financing**

Risk Identification & Analysis Event Reporting

The Event Report is a confidential organizational document



- ✓ Patient Care Occurrences
- ✓ Adverse Events
- ✓ Falls, Injuries, Accidents
- ✓ Unusual & Disruptive Behavior
- ✓ Operational & Systems Issues

Claims vs Lawsuits

CLAIM

A demand for compensation (**money or service**) from the “harmed” patient or family – **verbal or written**; disguised as a request for co-pay waiver or other **financial consideration**



**Claims
vs
Lawsuits**

LAWSUIT

Summons & Complaint

Officially served notice that has been assigned a file number by the jurisdiction where the suit has been filed

Lawsuits



ECU Health Provides Coverage

Primary Layer of Insurance

\$3M per claim / \$5M annual

Secondary Layer of Insurance

\$10M annual aggregate for ALL

Subpoenas

Forward to Office of Risk
Management

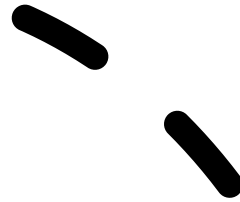


or send to

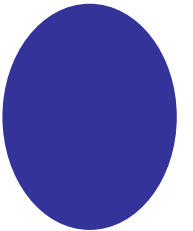
ROSSReview@Vidanthealth.com

for coordination &
response

NC Medical- Board Complaints



Forward to Office of Risk Management
for coordination & response





Questions

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