GUIDELINES FOR DEVELOPING
RISK MANAGEMENT POLICIES AND PROCEDURES

Subject: Keep simple; just a few words.

Purpose: Longer statement, sentence or two, to inform staff what the policy addresses.

Goals: What the policy hopes to accomplish. Can include several goals. Always make the first goal patient centered, where appropriate. Second goal is clinic/risk management centered.

Policy: 1. Use simple statements. A busy employee should be able to refer to the policy and quickly know how to handle a situation.

2. State step by step procedure following a logical sequence. Briefly outline the who, what, when, where and how of procedures.

3. Include physician, staff and administration/risk management roles, when appropriate. Describe chain of command.

4. Use titles rather than individual names. A separate sheet can be included which lists names, departments, and telephone extensions.

5. Always address patient/staff safety and health needs as a priority.

6. Should apply to all clinics in all locations.

7. Should apply to all physicians!

8. Include how the policy interacts with the risk management system.

9. Be realistic. Policy should be workable in the day-to-day operation of the clinic.

10. State dates when approved & revised by administration/board. Perform yearly reviews and if revisions are necessary, place date of revision on new policy.

Example: Adopted: 11/30/2007
Revised: 01/25/2008

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