

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES**SUBJECT:** RISK MANAGEMENT PROGRAM**POLICY NO.** 924

PURPOSE:: To establish Departmental policy and minimal components of a risk prevention and management program.

POLICY:: Each facility/program administrator shall establish a risk management program for which they are accountable. These programs shall be in compliance with applicable laws, regulations, and accreditation standards.

GUIDE:: The risk prevention and management program should include, but is not limited to the following:

- A process for the identification and reporting of any circumstance or occurrence that may be injurious, or may result in an adverse outcome, to a patient/nonpatient.
- A process for the review and evaluation of events that provides for: investigation of events, events and trend summaries to evaluation committees when further action is necessary, and referral of events that require further action to the appropriate manager.
- A risk management education program for all staff.
- A written procedure for addressing patient complaints/grievances.
- A process for sharing risk management information with personnel involved in quality assessment and improvement and safety.
- A written policy to ensure confidentiality of records and patient information.
- The assignment of responsibility for the risk management program to an individual designated as the risk manager within the facility/program.
- The provision of periodic summary reports (at least biannually), which review and evaluate risk management program activity, to the governing body.

AUTHORITY:: JCAHO Accreditation Standards

EFFECTIVE DATE: Apr 01, 1992

SUPERCEDES:

APPROVED: Signature on File
