



# Division of Continuing Education

UNIVERSITY OF CENTRAL FLORIDA

## HEALTH CARE RISK MANAGEMENT PROGRAM MODULES

Classes are all taught on-line using pre-recorded videos, power point slides, and pertinent MS Word documents for study. Certificate is awarded upon successful completion of the program.

Session	Topic
One	<p><b>Development of a Risk Management Program</b></p> <ul style="list-style-type: none"> <li>• An introduction to Risk Management</li> <li>• History of Risk Management</li> <li>• Risk Management as a process for effecting change</li> </ul>
Two	<p><b>Statues, Standards and Regulations</b></p> <ul style="list-style-type: none"> <li>• Overview of Florida Statues Governing Risk Management</li> <li>• SMDA and How this Affects Usage, Storage, and Life of Medical Equipment</li> <li>• Incident Reporting - State and Regulatory Requirements - Acute Care Setting</li> <li>• Complaint and Grievances Management</li> <li>• Incident Reporting - State and Regulatory Requirements – Long Term Care Setting</li> <li>• Preparation of Clinical Record Entry for Patient Displaying Specific Symptoms</li> </ul>
Three	<p><b>Clinical Risk Management</b></p> <ul style="list-style-type: none"> <li>• Medical Specialty Service and Risk Factors Associated</li> <li>• Checklist to Facilitate Discharge Planning Process</li> </ul>
Four	<p><b>Risk Financing Techniques</b></p> <ul style="list-style-type: none"> <li>• Commercial Insurance and Other Methods of Risk Financing</li> <li>• Types of Commercial Insurance</li> <li>• Occurrence Form v Claims Made Coverage</li> </ul>
Five	<p><b>Physician &amp; Allied Health Professional Credentialing</b></p> <ul style="list-style-type: none"> <li>• Credentialing and Reappointment of Licensed Providers</li> <li>• Healthcare Quality Improvement Act</li> <li>• Americans with Disabilities Act</li> </ul>
Six	<p><b>Alternative Dispute Resolution</b></p> <ul style="list-style-type: none"> <li>• Strengths &amp; Weaknesses of Mediation as an ADR Process</li> </ul>
Seven	<p><b>Ethics &amp; Patient Care</b></p> <ul style="list-style-type: none"> <li>• Principles of Ethical Decision Making</li> </ul>

Eight	<b>Claims &amp; Litigation Management</b> <ul style="list-style-type: none"><li>• Litigation Management</li></ul>
Nine	<b>Patient Rights &amp; Informed Consent</b> <ul style="list-style-type: none"><li>• Florida Access to Emergency Services</li><li>• HIV/AIDS Patients</li><li>• Advanced Directives/Informed Consent</li></ul>
Ten	<b>Health Insurance Portability &amp; Accountability Act HIPAA</b>
Eleven	<b>Evolving Future Risks</b>