Risk Management Program in a Hospice

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Introduction

Just like in any other organization, there is a need to have a risk management program in a hospice. New employees in hospice suffer from depression and stress. They handle patients with multiple illnesses and they meet dead patients every day and this adds more work of comforting their families (Dingemans, J., et al., 2017). This is because mostly in their training they are not fully equipped with specialized skills to enable them to handle dying patients.

It focuses on supporting people, and the final phase focuses on the quality and comfort of a patient's life. A hospice concentrates on the comfort of a patient rather than their cure. A risk management program is designed to identify possible events likely to affect an organization (Dingemans, J., et al., 2017). It is also meant to protect and minimise risks to the organization's employees, property and services. Risk management enhances the continuity of an organization's activities by limiting its liabilities.

Elements

There are various important factors required for the implementation of an effective risk management program (Mortimer, S. T., & Mortimer, D., 2015). They include:

Vision:

An effective risk management program should be relevant to the organization's vision. The challenge for new employees in hospices is determining how much risk they are prepared to accept to create a credit value. Therefore, a risk management program should establish where the hospice is today and the future plans in relation to the ability to deal with a risk. The five W's (who, where, why, when and what) should be identified for a vision to be established.

Correlation:

For a risk management program to be effective, there's a need to share information from one department to another. This calls for correlation across the hospice since its impossible for a risk management plan to be achieved with a "silo mentality (Mortimer, S. T., & Mortimer, D.,2015)". On realizing this, many organizations have seen the need for the hospice to appoint a Chief Risk officer to serve as a "link" between the various departments to develop a risk management program.

Target Driven:

An effective risk management program should be focused on achieving a target or goal. It calls for a unique approach for purposes of analysis. The following are the categories under which a risk management framework is established: Strategic, operations, reporting and compliance. The objectives of the organization should be included in these categories.

Measurable:

This program provides management tools and engages key elements such as Internal environment, objectives, event identification, risk response and control activities and impact likelihood (Mortimer, S. T., & Mortimer, D.,2015) That format is challenging but leads to a logical quantitative and qualitative presentation. What we measure from this program provides a static and dynamic perspective. When properly done, the program is a very important document that reduces operational strains and losses, ensures laws and regulations are complied with and improves an organisation's ability to respond to risk appropriately.

Role of Joint Commission

The Joint Commission was founded in 1951 (Fakhry, C., Zevallos, J. P., & Eisele, D. W. 2017). It is an independent and non-profit organization. It is governed by 32 commissioner members (Fakhry, C., Zevallos, J. P., & Eisele, D. W. 2017). The mission statement of the Joint Commission in healthcare organizations is to ensure continuous improvement in the safety and care quality provided to the public. Besides the mission, it also has goals that include organization ownership, adoption of a management tool, and continuous standards compliance. Joint commission plays a role in the accreditation and certification of healthcare organizations. In the accreditation art form, the commission is responsible for standard development, accreditation decision making and evaluation against standards.

In collaboration with other health professionals, the Joint Commission assesses healthcare organizations to ensure standards are met. Joint commissions are committed to improving the safety and quality of healthcare. Their standards encourage the use of clinical practice guidelines.

Joint Commission acts as a convener, meaning it is the head of health care, approximately more than 21,000 (Fakhry, C., Zevallos, J. P., & Eisele, D. W. 2017). It also acts as a listener for all health issues. The commission also acts as a collaborator. As mentioned earlier, the commission collaborates with other health professionals to improve the health status.

Roles of Different Levels of Personnel

Administrative personnel provide administrative services and support to the personnel division. These personnel are also known as human resource assistants. One of the roles of the administrative personnel is preparing and maintaining all documentation. This includes electronic and paper documents (Renz, D. O., & Herman, R. D., Eds., 2016). The documents need to be secure, especially the confidential ones. Supporting the department by ensuring the accomplishment of assigned responsibilities on a daily basis. This is done through meeting coordination, event coordination, travel planning, and creating presentations.

Enhancing employees' relations is another role. Personnel administrative assists employees to the best of their ability unless the employee has the need to question other departments directly. This lies in a large discipline including: safety, benefits, salaries and training employees. Another role involves ensuring work safety through the creation of a free environment. Training the employees to avoid unnecessary accidents is also an administrative role (Renz, D. O., & Herman, R. D., Eds., 2016).

Upholding the rights of the employees by ensuring compensations, salaries and benefits are received on time is another role. Administrative personnel are responsible for combining employee elements of relation into the selection and recruitment of the employer.

Relationship Between the Two

According to risk management professionals, risk management is not risk compliance. Ethics are fundamental to security laws (Mortimer, S. T., & Mortimer, D. 2015). Leading standards have recognized the centrality of ethics, therefore integrating ethics into elements of risk management and effective compliance. Ethics is important to a person seeking to promote compliance with ethical standards.

Non-compliance is a type of risk. It can result in bad outcomes like any other risk. To add to this, compliance efforts fail since leaders do not anticipate future risks. There exists a set of coordinated and comprehensive policies, roles, procedures and responsibilities aimed at promoting an organizational culture which encourages commitment to law compliance (Mortimer, S. T., & Mortimer, D. 2015). Effective compliance with ethical standards and an effective risk management program require a discussion about interrelated topics with leadership, an organization's activities inventory, and the organization's supporting mechanism.

Whenever two different people in an organization handle a risk management program and compliance, the separation mostly leads to the isolation of compliance from other risks.

References

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