Physician Practice Risk Assessments: Benefits and challenges of facility integration
Acquiring Physician Practices

• System’s up front efforts
  – due diligence
  – on boarding
• What I walked into
• Utilizing the Physician Practice Assessment tool
• Outcomes
Assessment - Clinical

Records and front office management

• opening and closing office policy
• identifying staff duties
• interacting with patients and family members
• greetings policy and phone etiquette
• handling disgruntled patients and family members
• scheduling and appointment policy
Assessment - Clinical

Records and front office management (continued)

• electronic records back-up process
• inactive medical records process
• staff knowledge of intake process
• policy and procedure education process
• after hours answering service process
Assessment - Clinical

Patient privacy
- guidelines for computer screens
- seclusion for discussion items
- sign in process
- health information confidentiality
- legal notice/privacy
Assessment - Clinical

Patient privacy (continued)
• identifiable health information practices
• release of medical information
• release of medical records
• release of payment information
Assessment - Clinical

Staff education

Documentation of:

• staff education
• staff licensures
• CPR certification
• staff safety training
• staff education re: policies and procedures
• SDS training
Assessment - Clinical

Staff education (continued)

• equipment cleaning process
• verification of lab testing training
• computer log-in/access
• printer/copier use
• trainer designation
Assessment - Clinical

Emergency protocol

• emergency medication/supplies
• expired medications
• physician approval sheet
Assessment - Clinical

Waived testing systems
• simple and accurate
• risk of harm
• manufacturers’ instructions
• staff qualifications
Non-waived testing

- moderate complexity or high complexity
- training and experience
- reagent and material preparation
- calibration, quality control (QC), and proficiency testing (PT)
- total score of 12 or less
Assessment - Clinical

Provider performed Microscopy-moderate complexity

- microscope
- labile specimen
- unavailable control materials
- specimen limitation
Assessment - Clinical

Sample drug supply

• schedule II drugs
• non-schedule II drugs
• documentation for non-controlled drugs
• documentation for controlled drugs
• written post visit instructions
• track and monitor use
Assessment - Clinical

Incident/adverse event reporting

- policy and procedure
- medication reaction
- patient or family member injury
- deaths
Assessment - Clinical

Medication
• front office staff
• licensed personnel
• physicians
• prescription refills
Assessment - Clinical

Separation of care

• violated policies
• missed appointments
• cancelled appointments
• failed to follow care instructions
• dismissed in the midst of care
• excessive noise
Assessment - Clinical

Separation of care (continued)

• sexually inappropriate
• under the influence
• refuses to see a specialist
• non-payment of bills
• not taking meds as prescribed
Assessment - Clinical

Physician communication
• accurate documentation
• verbal physician orders
• physician email responses
• staff education classes
Assessment - Clinical

Physician communication (continued)

• referral results/recommendations
• written physician orders
• appointment scheduling
• allergic reactions
Assessment - Clinical

**Telephone triage**

- how are the calls handled
- who is the point person
- do you have a reliable answering service
- do you have a process map/algorithm system
Assessment – Environment of Care and Life Safety

General
• fire sprinklers
• fire alarms and smoke detectors
• eye wash and showers
• housekeeping
• food storage
• lighting
• equipment
• oxygen storage
Assessment – Environment of Care and Life Safety

Security

• cameras, alarms, access control
• security plan
• pharmaceuticals and implements secured
• cash secured
• de-escalation training
• staff ability to unlock rooms
Assessment – Environment of Care and Life Safety

Life safety

• exits and paths of egress unobstructed and illuminated
• evacuation plan and drills
• pull stations and fire extinguishers unobstructed
• fire extinguishers inspected monthly
• fire doors operational and compliant
• storage (18” when sprinkled, 24” when non-sprinkled)
• fated walls and floors properly fire stopped
Assessment – Environment of Care and Life Safety

Utilities

• electrical cords and power strips
• electrical panels unobstructed, inventory list, breakers
• electrical panels locked or behind locked door
• defective equipment tagged out of service
• life safety equipment inspected
• plumbing features leak free
• temperature consistent throughout
Assessment – Environment of Care and Life Safety

Hazardous and bio-hazard materials

- Safety Data Sheets (SDS) available
- staff trained on new Global Harmonization Standard
- proper storage
- containers labeled
- bio-waste containers labeled and covered
- sharps containers available and less than ¾ full
Assessment – Environment of Care and Life Safety

Americans with Disability Act

• appropriate number of parking spots
• access from parking lot to the building
• access into the building and to offices
• access through the office
Conclusion

Physician practices are exposed to many risks associated with daily operations. Practice assessments are designed to aid the risk manager in controlling risks inherent to the provider practices, and in doing so, support an environment of patient safety and quality care.


If you have questions, or would like a copy of this presentation please contact:

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