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Global Certificate Course in Healthcare Compliance: Global Perspectives

## Risk Management And Assessment

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**Acceptable Risk:** Acceptable risk refers to the level of risk that an organization is willing to take in order to achieve its objectives, it is a key concept in risk management and assessment, and it involves identifying and evaluating risks, and then determining whether they are acceptable or not, for example, a hospital may determine that the risk of a patient falling is acceptable if it has implemented certain safety measures, such as non-slip flooring and handrails, to minimize the risk of injury.

**Accountability:** Accountability refers to the responsibility of individuals or organizations to ensure that they are complying with laws, regulations, and standards, it is an important concept in risk management and assessment, and it involves assigning responsibility to individuals or teams for specific tasks or functions, and then monitoring their performance to ensure that they are meeting their responsibilities, for example, a hospital may hold its staff accountable for following proper infection control procedures to prevent the spread of infections.

**Adverse Event:** An adverse event refers to an unexpected or unintended event that occurs as a result of medical care, it can be a serious event, such as a patient death or injury, or a less serious event, such as a patient complaint, and it is important to investigate adverse events to determine their cause and to implement measures to prevent them from happening again in the future.

**Audit:** An audit refers to a systematic examination of an organization's processes and procedures to ensure that they are complying with laws, regulations, and standards, it is a key tool in risk management and assessment, and it involves reviewing documents, observing practices, and interviewing staff to identify areas for improvement, for example, a hospital may conduct an audit of its medication management processes to ensure that they are safe and effective.

**Benchmarking:** Benchmarking refers to the process of comparing an organization's processes and procedures to those of other organizations, it is a useful tool in risk management and assessment, and it involves identifying best practices and implementing them in the organization, for example, a hospital may benchmark its patient satisfaction scores against those of other hospitals to identify areas for improvement.

**Compliance:** Compliance refers to the process of ensuring that an organization is meeting all relevant laws, regulations, and standards, it is a critical concept in risk management and assessment, and it involves monitoring and reporting on compliance with relevant requirements, for example, a hospital may have a compliance program to ensure that it is meeting all relevant laws and regulations related to patient care and safety.

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**Control:** Control refers to the measures that an organization puts in place to prevent or mitigate risks, it is a key concept in risk management and assessment, and it involves identifying and implementing controls to manage risks, for example, a hospital may implement controls such as security cameras and alarms to prevent unauthorized access to patient areas.

**Corrective Action:** Corrective action refers to the steps that an organization takes to address and correct a problem or deficiency, it is a critical concept in risk management and assessment, and it involves identifying the root cause of a problem and implementing measures to prevent it from happening again in the future, for example, a hospital may take corrective action to address a patient complaint by implementing new procedures for handling patient concerns.

**Data Protection:** Data protection refers to the measures that an organization puts in place to protect patient and other sensitive information, it is a key concept in risk management and assessment, and it involves implementing controls such as encryption and access controls to prevent unauthorized access to data, for example, a hospital may implement data protection measures such as encrypting patient records and limiting access to authorized personnel.

**Due Diligence:** Due diligence refers to the process of investigating and evaluating a potential risk or opportunity, it is a critical concept in risk management and assessment, and it involves gathering and analyzing information to make informed decisions, for example, a hospital may conduct due diligence on a potential business partner to ensure that it is reputable and trustworthy.

**Error:** An error refers to a mistake or omission that occurs as a result of human action or inaction, it can be a serious event, such as a patient death or injury, or a less serious event, such as a patient complaint, and it is important to investigate errors to determine their cause and to implement measures to prevent them from happening again in the future.

**Fraud:** Fraud refers to the intentional deception or misrepresentation of information for personal gain, it is a serious risk in healthcare, and it involves lying, stealing, or cheating to achieve a personal benefit, for example, a hospital may have a fraud prevention program to detect and prevent fraudulent activities such as false billing or kickbacks.

**Governance:** Governance refers to the system of rules, policies, and procedures that an organization uses to manage and direct its activities, it is a critical concept in risk management and assessment, and it involves establishing and enforcing policies and procedures to ensure that the organization is operating effectively and efficiently, for example, a hospital may have a governance structure that includes a board of directors and a system of policies and procedures to manage and direct its activities.

**Hazard:** A hazard refers to a potential source of harm or danger, it can be a physical hazard, such as a slippery floor, or a non-physical hazard, such as a patient complaint, and it is important to identify and mitigate hazards to prevent harm or injury, for example, a hospital may identify and mitigate hazards such

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as patient falls or medication errors by implementing safety measures such as non-slip flooring and barcode scanning.

**Incident:** An incident refers to an unexpected or unintended event that occurs as a result of medical care, it can be a serious event, such as a patient death or injury, or a less serious event, such as a patient complaint, and it is important to investigate incidents to determine their cause and to implement measures to prevent them from happening again in the future.

**Informed Consent:** Informed consent refers to the process of obtaining a patient's permission for a medical procedure or treatment, it is a critical concept in risk management and assessment, and it involves providing patients with clear and accurate information about the risks and benefits of a procedure or treatment, for example, a hospital may have a policy of obtaining informed consent from patients before performing a surgical procedure.

**Internal Control:** Internal control refers to the measures that an organization puts in place to prevent or mitigate risks, it is a key concept in risk management and assessment, and it involves identifying and implementing controls to manage risks, for example, a hospital may implement internal controls such as separation of duties and reconciliation of accounts to prevent financial errors or irregularities.

**Investigation:** An investigation refers to the process of gathering and analyzing information to determine the cause of an event or incident, it is a critical concept in risk management and assessment, and it involves identifying the root cause of a problem and implementing measures to prevent it from happening again in the future, for example, a hospital may conduct an investigation into a patient complaint to determine the cause and to implement measures to prevent similar complaints in the future.

**Liability:** Liability refers to the state of being responsible for a debt or obligation, it is a serious risk in healthcare, and it involves being held accountable for a patient's injury or death, for example, a hospital may be held liable for a patient's injury if it is found to have been negligent in its care.

**Malpractice:** Malpractice refers to the improper or unprofessional conduct of a healthcare provider, it is a serious risk in healthcare, and it involves failing to meet the standard of care expected of a healthcare provider, for example, a hospital may be found to have been guilty of malpractice if it fails to provide adequate care to a patient, resulting in harm or injury.

**Mitigation:** Mitigation refers to the process of reducing or eliminating a risk, it is a key concept in risk management and assessment, and it involves identifying and implementing controls to manage risks, for example, a hospital may implement mitigation measures such as safety protocols and emergency procedures to reduce the risk of patient harm or injury.

**Near Miss:** A near miss refers to an event that could have resulted in harm or injury but did not, it is an important concept in risk management and assessment, and it involves identifying and investigating near

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misses to determine their cause and to implement measures to prevent them from happening again in the future, for example, a hospital may investigate a near miss such as a patient who almost received the wrong medication to determine the cause and to implement measures to prevent similar near misses in the future.

**Non-Compliance:** Non-compliance refers to the failure to meet or comply with laws, regulations, or standards, it is a serious risk in healthcare, and it involves failing to meet the requirements of laws, regulations, or standards, for example, a hospital may be found to be non-compliant with laws or regulations related to patient care and safety, resulting in fines or penalties.

**Patient Safety:** Patient safety refers to the protection of patients from harm or injury, it is a critical concept in risk management and assessment, and it involves identifying and mitigating risks to patients, for example, a hospital may implement patient safety measures such as fall prevention protocols and medication safety protocols to reduce the risk of patient harm or injury.

**Quality Assurance:** Quality assurance refers to the process of ensuring that an organization is meeting its quality standards, it is a key concept in risk management and assessment, and it involves monitoring and evaluating an organization's processes and procedures to ensure that they are meeting quality standards, for example, a hospital may have a quality assurance program to ensure that its patient care services are meeting quality standards.

**Regulatory Compliance:** Regulatory compliance refers to the process of ensuring that an organization is meeting all relevant laws, regulations, and standards, it is a critical concept in risk management and assessment, and it involves monitoring and reporting on compliance with relevant requirements, for example, a hospital may have a regulatory compliance program to ensure that it is meeting all relevant laws and regulations related to patient care and safety.

**Risk:** Risk refers to the possibility of a negative event or outcome, it is a key concept in risk management and assessment, and it involves identifying and evaluating risks to determine their likelihood and potential impact, for example, a hospital may identify and evaluate risks such as patient falls or medication errors to determine their likelihood and potential impact.

**Risk Assessment:** Risk assessment refers to the process of identifying and evaluating risks, it is a critical concept in risk management and assessment, and it involves gathering and analyzing information to determine the likelihood and potential impact of a risk, for example, a hospital may conduct a risk assessment to identify and evaluate risks such as patient falls or medication errors.

**Risk Management:** Risk management refers to the process of identifying, evaluating, and mitigating risks, it is a key concept in risk management and assessment, and it involves implementing controls to manage risks, for example, a hospital may implement risk management measures such as safety protocols and emergency procedures to reduce the risk of patient harm or injury.

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**Root Cause Analysis:** Root cause analysis refers to the process of identifying the underlying cause of a problem or event, it is a critical concept in risk management and assessment, and it involves gathering and analyzing information to determine the root cause of a problem or event, for example, a hospital may conduct a root cause analysis to determine the underlying cause of a patient complaint or adverse event.

**Safety:** Safety refers to the protection of patients, staff, and visitors from harm or injury, it is a critical concept in risk management and assessment, and it involves identifying and mitigating risks to ensure a safe environment, for example, a hospital may implement safety measures such as fall prevention protocols and medication safety protocols to reduce the risk of patient harm or injury.

**Security:** Security refers to the measures that an organization puts in place to protect its assets and prevent unauthorized access, it is a key concept in risk management and assessment, and it involves implementing controls such as access controls and surveillance to prevent unauthorized access, for example, a hospital may implement security measures such as security cameras and alarms to prevent unauthorized access to patient areas.

**Standard Operating Procedure:** A standard operating procedure refers to a documented process or procedure that an organization follows to ensure consistency and quality, it is a key concept in risk management and assessment, and it involves developing and implementing standard operating procedures to ensure that tasks are performed consistently and to a high standard, for example, a hospital may develop and implement standard operating procedures for tasks such as medication administration and patient assessment.

**Threat:** A threat refers to a potential source of harm or danger, it is a serious risk in healthcare, and it involves identifying and mitigating threats to prevent harm or injury, for example, a hospital may identify and mitigate threats such as patient violence or natural disasters to prevent harm or injury.

**Training:** Training refers to the process of educating and informing staff about policies, procedures, and best practices, it is a key concept in risk management and assessment, and it involves developing and implementing training programs to ensure that staff have the knowledge and skills they need to perform their jobs safely and effectively, for example, a hospital may develop and implement training programs for staff on topics such as patient safety and infection control.

**Vulnerability:** Vulnerability refers to a weakness or gap in an organization's defenses or controls, it is a serious risk in healthcare, and it involves identifying and mitigating vulnerabilities to prevent harm or injury, for example, a hospital may identify and mitigate vulnerabilities such as outdated software or inadequate staffing to prevent harm or injury.

**Whistleblower:** A whistleblower refers to an individual who reports or discloses information about a potential or actual risk or wrongdoing, it is a critical concept in risk management and assessment, and it involves protecting whistleblowers from retaliation and ensuring that they are able to report concerns or

wrongdoing without fear of reprisal, for example, a hospital may have a whistleblower policy to protect employees who report concerns or wrongdoing.