

## Job Profile

### Job Title: ASSOC DIR RISK MGMT

### Job Code: 167035

TUH Episcopal and NE Campuses  
Temple Univ. Hospital

### Job Information

- FLSA Status : Exempt
- Job Grade: A20
- Non-Patient Care

### Job Summary

- The Associate Director of Risk Management directs and coordinates the daily responsibilities, operations and maintenance of the clinical risk management services (and Patient Advocacy if applicable) for the hospital under the direction and in the absence of the Director of Risk Management.

### Education

- Bachelors Degree : Health, Law, Safety or related field of study (Required)
- Masters Degree : Health, Law, Safety or related field of study (Preferred)
- Combination of relevant education and experience may be considered in lieu of degree.

### Licenses & Certifications

- ARM - Associate in Risk Management (Preferred)
- CPHRM - Cert Prof Healthcare Risk Mgmt (Preferred)

### Experience

- 2 Years experience in health care Risk Management, Quality Management, infectious disease or peer review program (Preferred)

### Required Skills

- Analytical Skills
- Customer Service Skills
- General Clerical Skills
- General Computer Skills
- Medical Terminology
- Microsoft Excel
- Microsoft Word
- Organizational Skills
- Strong Communication Skills
- Strong Interpersonal Skills

## **General Responsibilities**

- Complies with all Temple University Health System policies and procedures, and all applicable accreditation standards, laws and regulations, including those regarding patient confidentiality such as, but not limited to, Health Insurance Portability and Accountability Act of 1996, P. L. 104-191 ('HIPAA') and the rules and regulations implemented hereunder.
- Adheres to and promotes Hospital Safety Standards and the Safety Management Plan.
- Performs all job responsibilities in alignment with the core values, mission and vision of the organization.
- Performs other duties as required and completes all job functions as per departmental policies and procedures.
- Attends staff meetings and completes mandatory in-services and requirements and competency evaluations on time.
- Maintains current knowledge in present areas of responsibility (i.e., self education, attends ongoing educational programs).

## **TUHS Core Competencies**

- **Respect**
  - Shows concern and consideration for others. Treats others as they would like to be treated.
  - Evokes trust in others by keeping commitments and avoiding blame.
  - Is direct and truthful. Communicates clearly and openly.
  - Responds to and resolves challenging situations in a calm and professional manner.
  - Contributes to achieving an environment where diversity is respected and valued.
- **Service**
  - Works relentlessly to achieve excellent service, and to re-establish trust if service fails to meet expectations.
  - Anticipates and responds to customers and co-workers' needs in a timely and positive manner.
  - Consistently adheres to the Service Excellence Standards.
- **Quality**
  - Makes the extra effort to achieve excellent results.
  - Takes actions to continually improve quality and safety in daily work.
  - Takes responsibility for own actions; holds self and others to high ethical and performance standards.

## **Management Core Competencies**

- **Fiscal Accountability**
  - Maintains accountability for financial decisions.
  - Understands and manages to financial and budget targets.
  - Incorporates financial analysis into strategic decisions.
  - Proactively monitors and interprets ongoing financial performance and responds strategically.
  - Understands business implications of decisions.
  - Demonstrates knowledge of market and competition.

- **Change Management**
  - Champions change; communicates effectively by building commitment and overcoming resistance.
  - Adapts to change and develops workable implementation plans.
  - Monitors and evaluates plans and adjusts approach as necessary based on results.
- **Operational Excellence**
  - Aligns work with strategic goals and understands business impact.
  - Sets and achieves challenging goals.
  - Develops processes and systems that ensure consistently high performance.
  - Establishes and maintains collaborative relationships at all levels of the organization.
  - Challenges the status quo; encourages innovative ideas and new ways of doing things.
  - Steps forward to address difficult issues.
- **Decision Making**
  - Makes choices and timely decisions that are in the best interest of the organization.
  - Includes appropriate people in decision making process.
  - Gathers and analyzes information skillfully. Develops alternative solutions and explains reasoning for decisions.
  - Exhibits sound and accurate judgment in decision making.

## **Management Competencies**

- **Leading and Developing People**
  - Identifies and selects the best applicants for jobs; effectively onboards to maximize retention.
  - Supports employee growth and development.
  - Ensures that productivity levels are maintained and makes changes to staffing patterns accordingly.
  - Resolves conflict effectively.
  - Coaches and counsels employees to encourage excellent performance.
  - Motivates employees to do their best through the use of reward and recognition.
  - Provides clear, challenging, and achievable performance goals and holds employees accountable through regular employee feedback.
  - Manages employees fairly; deals effectively with diverse workforce.

## **Job Responsibilities**

- **Risk Management**
  - Accurately reports, monitors and reviews activity reports for general liability and professional liability claims.
  - Develops reports for internal committees, departments, individual requests.
  - Generates data and trends for organizational use in performance improvement.
  - Prepares and presents reports to medical staff and management regarding risk related trends, patterns and findings.
  - Coordinates reports with other reporting entities (for example, hospital

acquired infection reports with the infection control department; never events with billing; outcomes reports from Care Science).

- **Adaptability**
  - Adapts to change and stress in the work environment and manages competing demands while maintaining high performance levels.
  - Treats change as an opportunity for learning; focuses on the beneficial aspects of change; speaks positively about the change to others.
  - Always presents a positive disposition and maintains constructive interpersonal relationships when under stress.
  - Modifies behavior and tries new approaches in response to change.
- **Communication**
  - Articulates thoughts and ideas effectively both verbally and in writing.
  - Restates the opinions of others to clarify understanding.
  - Presents information effectively in a variety of settings: one-on-one, small and large groups, with peers, direct reports, and superiors.
  - Listens actively and is open to feedback. Provides fair and constructive feedback to others.
  - Keeps team members and customers adequately informed.
- **Event Investigation - Associate Risk Manager**
  - Monitors and analyzes all event/incident reports for trending of patient safety, quality and risk management (and Patient Advocacy if applicable) purposes.
  - Oversees the investigation of incidents and events and recommends steps to be taken or corrective action to maximize patient safety and patient satisfaction while mitigating risk management exposure.
  - Performs root cause analysis, identifies and implements action plans.
  - Conducts CMS restraint review.
  - Oversees the process for timely and accurate communication of medical device alerts and recalls, development of appropriate action plans in response, and documentation of the same. Responds to all inquiries from FDA officers for the same.
- **Regulatory Compliance - Assoc Director Risk Management**
  - Oversees the process for timely and accurate communication of medical device alerts and recalls, development of appropriate action plans in response, and documentation of the same. Responds to all inquiries from FDA officers for the same.
  - Ensures the accurate preparation of an annual report to the FDA for medical device reporting as required.
  - Oversees the preparation of all patient safety reports submitted to the PA Department of Health, the Pennsylvania Patient Safety Authority and other required agencies.
  - Coordinates with TUHS Counsel and the CEO/CMO the reporting of sentinel events and other specific reporting of adverse events.
  - Provides oversight for compliance with all regulatory and governmental standards and regulations related to the handling and responsiveness of the patient complaint and grievance process.
  - Responds to all patient care complaints made to the PA Department of Health or the Joint Commission and oversees the development of an action plan if needed.
  - Responds to all complaints received from third party payers and oversees the development of an action plan if needed.

- **Reporting and Report Management**
  - Performs state event reporting to PSRS.
  - Enters RMF/LAF data for events and referrals.
  - Develops and/or reviews reports, material and charts for internal committees, departments, individual requests.
  - Generates data and trends for organizational use in performance improvement.
  - Performs CMS restraint reporting.
- **Administrative Support - Assoc Director Risk Management**
  - Prepares for and actively participates as a member of appropriate committees and process improvement workgroups of the organization, medical staff and Board.
  - Provides administrative support for committees, such as generating minutes, action plans and appropriate letters, request, etc.
  - Leads and/or actively participates in peer review discussion to assure completeness and quality review.
  - Organizes and facilitates effective peer review activities including the review and preparation of charts and other material.
  - Assists with oversight and development of practices and policies associated with safe medical device tracking and product recalls.
  - Receives and maintains product recalls for TUH. Ensures the integrity of the electronic recall system.
- **Accountability**
  - Takes responsibility for own actions.
  - Strives to improve levels of individual, team and organizational performance.
  - Measures self against standard of excellence.
  - Participates in performance improvement efforts.
  - Demonstrates efficient and effective use of organizational resources as well as systems and services.
- **Time Management and Planning**
  - Uses time effectively to ensure that all work is completed accurately and efficiently.
  - Prioritizes activities and assignments; adjusts priorities when appropriate.
  - Allocates appropriate time and resources for completing work; develops timelines and milestones.
  - Uses peak and slow time periods effectively.

## **Physical Requirements, Physical Demands and Work Environment**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. To request an accommodation, contact Human Resources. TUHS is committed to compliance with federal, state, and local laws regarding individuals with disabilities.

*The Physical Requirements, Physical Demands and Work Environment of this job are currently under review.*

*Please contact your Human Resources department directly if you have any questions or require additional information.*

---

All activities performed must be in compliance with Temple University Health System policies, Equal Employment Opportunity laws, patient confidentiality, and other Federal, State and Local Laws and regulations as appropriate. The content of this job description is intended to describe the general nature and level of work expectations performed by incumbents in this classification. They are not intended to be an exhaustive list of all position duties required and performed by the incumbent in the role. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. The organization has the right, at its sole discretion, based on business and patient needs, to alter or change the expectations and duties at any time. This document does not create an employment contract, implied or otherwise.

---

**Receipt and Acknowledgement**

I have received and read this job description and fully understand the responsibilities and requirements.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ TUID: \_\_\_\_\_ Dept/Unit: \_\_\_\_\_

---

**For HR Admin Only**

**Profile ID:** 00101176

**Profile Description:** Associate Dir Risk Management

**Profile Job Codes:** 167035

---