Healthcare Risk Management –120 Hour

Overview

The University of Florida Healthcare Risk Management and Patient Safety program is one of the nation's premiere programs of its kind. Historically, the course was a requirement for licensure as a healthcare risk manager in the state of Florida. Today, with over hundreds of prior participants, the course has been updated and expanded to keep pace with the dynamic nature of today's healthcare delivery and has national application.

The course has been thoughtfully designed to prepare working professionals in healthcare, law or insurance services to establish a broad foundational knowledge of the field of healthcare risk management and patient safety. Those interested in working specifically as a healthcare risk manager or safety officer will find job opportunities to be numerous.

Healthcare law and insurance professionals have found the course to be a proven resource and particularly beneficial in helping bridge the gap between their expertise and the healthcare risk management field.

Objectives

After completing this course, you will be able to:

- Discuss healthcare risk management functions and key responsibilities.
- Explain the essential components to an organizational healthcare risk management program.
- Identify organizational healthcare risk red flags.
- Define accreditation, licensure, certification and surveying bodies - the regulatory environment.
• Identify the current national trends and tools for measuring satisfaction and quality for healthcare organizations.
• Discuss Healthcare Risk Management's role in clinician communication and the concept of informed consent.
• Define the concept of employee rights and the concept of organizational whistle blowing.
• Explain how communication tools and processes can mitigate organizational risks.
• Identify industry standards for managing security and safety.
• Discuss the risk management process.
• Define the concept of quality and tools and techniques for evaluation.
• Explain the importance of having an up to date emergency-disaster plan.
• Identify risk management considerations in hospital departments that are considered high risk.
• Discuss tools and techniques for reducing organizational liability.
• Define the concept of patient safety.
• Explain the legal concept of tort and medical malpractice.
• Discuss risk management in the outpatient and remote (telemedicine) delivery settings.
• Recognize organizational infection control programs and measurement tools.
• Identify risk management considerations and liability in long term and palliative care settings.
• Define the concept of patient informed consent.

ATTENTION

• In order to gain access to the content in this course, the Course Overview module (including assignments as mentioned at the bottom of this page) must be completed in entirety.
• Be sure to disable your pop-up blocker to avoid blocking of content in Canvas.
• If you are new to Canvas, watch the Canvas Overview video (Links to an external site.) [3:58]. If you have any questions regarding Canvas, refer to the Canvas Guides (Links to an external site.).

Instructor

Les Jebson, MHA, FACHE, FACMPE, LHRM

Les Jebson currently works as a healthcare executive in Texas. Mr. Jebson is both certified and a fellow with the American College of Healthcare Executives (ACHE) and the Medical Group Management Association (MGMA) and was also a Certified Healthcare Risk Manager. He currently serves as an active faculty instructor for several universities and guest presenter for numerous professional organizations. He has over 100+ authored healthcare publications and national speaking engagements. He has also served as an advisor and consultant for several private and academic health systems in designing new clinical programs.
He works with The University of Florida Professional Development managing the Healthcare Education and Consulting Program; a collective of basic and comprehensive online education offerings in clinical integration, informatics, compliance, risk management and onsite strategic planning and management coaching services.

His employment history is particularly noteworthy having held entry and senior positions in both private practice and university affiliated health systems; in operational, research, clinical and financial roles.

**Contact Information**

- **Office Hours:** Virtual office hours are held online, by scheduled appointment only, via Zoom Conferences ([Links to an external site.]).
- **Messaging:** Use the Canvas Inbox ([Links to an external site.]) conversation tool to message your instructor.
- **Email:** jebsolr@ufl.edu

Use Canvas mail and/or email ONLY for personal questions related to the course content or of a personal nature, such as grades, special circumstances, and needed accommodations. For technical issues, please see the "Getting Help" section below.

Expect a response within 48 hours. All online correspondence must have your full name in the message body, and contain your course and section number in the subject line.

If you have a question not specific to you, consult the General Help Forum. It's likely that others have the same questions. Feel free to answer questions posted by your peers.

**GETTING HELP**

If you encounter a technical issue, please contact UF Computing Help Desk ([Links to an external site.]), or utilize the one of the following self-help resources:

- **Video:** Canvas Overview ([Links to an external site.]) [7:04]
- **Which Browsers Does Canvas Support?** ([Links to an external site.])
- **How Can I Use Canvas on My Mobile Device?** ([Links to an external site.])
- **Canvas Student Guide** ([Links to an external site.])
- **Canvas Student Tour** ([Links to an external site.])
- **Canvas Video Guide** ([Links to an external site.])
- **Mediasite Viewing Requirements** ([Links to an external site.]) - technical requirements for watching lecture videos.
- **Zoom in e-Learning** ([Links to an external site.])
• **Zoom Conferences at UF (Links to an external site.)**

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from the UF Computing Help Desk when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST email your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

**Required Textbook**


**Student Feedback Survey**

During this course, students will complete a survey to give feedback to the instructor regarding the elements of this course. This survey is anonymous and is a way for you to provide honest feedback on the course. This feedback is essential to provide the best quality instruction and give you, the learner, the best learning experience. You are asked to give your honest opinion and to share any advice you have to make the course better. You will be asked questions regarding the instructor presence, lectures, assignment quality, etc.

The End-of-Course Survey will take place during Module 6 of the course. This survey will act as a prerequisite for the Final Exam and will require completion before moving forward. You will be graded for your participation and not for your answers, as the survey is anonymous.

**Course Policies**

**Participation Policy**

Unlike a traditional classroom-based course, you do not need to show up to class at a specific time every day in an asynchronous online course. Instead, you need to complete the required online readings, videos, assignments, tests, and discussions. Although some of the activities will be ungraded, it is still required that you complete all activities within this course.

**Grading Policy**

There is a total of 317 points in this course. Your grade is based on the following:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Frequency</th>
<th>Points Per Assignment</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Overview Quiz</td>
<td>Once</td>
<td>7 points</td>
<td>7 points</td>
</tr>
<tr>
<td>Written Assignments</td>
<td>One per module</td>
<td>20 points</td>
<td>100 points</td>
</tr>
<tr>
<td>Tests</td>
<td>One per module</td>
<td>20 points</td>
<td>100 points</td>
</tr>
<tr>
<td>------------</td>
<td>----------------</td>
<td>-----------</td>
<td>------------</td>
</tr>
<tr>
<td>Discussions</td>
<td>One per module</td>
<td>10 points</td>
<td>50 points</td>
</tr>
<tr>
<td>Final Exam</td>
<td>Once</td>
<td>60 points</td>
<td>60 points</td>
</tr>
</tbody>
</table>

**Certificate of Successful Completion**

Instructions will be available in your online course for how to view and print your certificate of successful completion once you have met the following requirements:

- Complete all assignments AND
- Score at least 70% on each test AND
- Earn an overall course grade of at least 70%

**Enrollment and Completion Help**

If you are having problems enrolling in the course or receiving your certificate of successful completion, contact UF Professional Development at questions@ad.ufl.edu or 352-392-8660.

**UF Policies**

**Policy on Accommodating Students with Disabilities**

Students with disabilities requesting accommodations should first register with the [Disability Resource Center (Links to an external site.)](#) (352-392-8565) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

The instructor should be notified of any special accommodations required by the student when they begin their course.

**UF Counseling Services**

Resources are available on campus for students having personal problems or lacking a clear career and academic goals which interfere with their academic performance. These resources include:

- [UF Counseling & Wellness Center (Links to an external site.)](#), 301 Peabody Hall, 352-392-1575, personal and career counseling
- [UF Student Health Care Center (Links to an external site.)](#)
  - Student Mental Health, 352-392-1171, personal counseling
  - Sexual Assault Recovery Services (SARS), 352-392-1161, sexual counseling
- [U Matter We Care (Links to an external site.)](#)
University Policy on Academic Misconduct

UF students are bound by The Honor Pledge (Links to an external site.) which states: "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

The Honor Code (Links to an external site.) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

From Regulations of the University of Florida, 4.041 Student Honor Code and Student Conduct Code: Scope and Violations (Links to an external site.):

Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes but is not limited to:

1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.
2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student."

From Regulations of the University of Florida, 6C1-4.047 Student Honor Code and Student Conduct Code: Sanctions (Links to an external site.):

For a violation or violations of the Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension and expulsion as well as any educational sanctions. In addition, students may receive the following:

1. Assignment grade penalty. The student is assigned a grade penalty on an assignment including but not limited to a zero.
2. Course grade penalty. The student is assigned a grade penalty in the entire course including but not limited to an 'E'."