Healthcare Risk Management – 120 Hour

COURSE DETAILS

COURSE LOCATION
Online

INSTRUCTOR INFORMATION
Les Jebson, MHA, FACHE, FACMPE, LHRM
jebsolr@ufl.edu

COURSE LOGIN
https://ufl.instructure.com/

REQUIRED TEXTBOOK

COURSE COMMUNICATIONS
Contact your instructor via the inbox tool in your online course. Please allow up to 2 business days for a response.

How do I use the Canvas Inbox?
PURPOSE OF COURSE
The University of Florida Healthcare Risk Management Pre-Licensure program is an AHCA approved training program. The course is designed to prepare working professionals in healthcare, law or insurance services to enter the field of healthcare risk management and patient safety.

Job opportunities exist as self-employed consultants and as employees in healthcare facilities. Healthcare, law and insurance professionals each have unique knowledge and experience. This course helps to bridge the gap between that knowledge and the healthcare risk management role.

COURSE OBJECTIVES
At the end of 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 whistleblowing.
- 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 update 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.

**ADDITIONAL LICENSURE INFORMATION**

This program is approved by the Agency for Healthcare Administration (AHCA) and meets the State of Florida Agency for Health Care Administration 120-Hour Educational Program Licensure Criteria (FAC, CH 59A-10.037).

If you are seeking to become a Florida Licensed Healthcare Risk Manager, you should first determine if you are eligible by contacting the [Florida Agency for Healthcare Administration (AHCA)](http://www.floridahca.gov).

This program is also accepted as one of the educational eligibility requirements to sit for the exam for the Certified Professional Healthcare Risk Manager through the Association of Healthcare Risk Management (ASHRM).

If you are seeking licensure outside of Florida, please refer to ASHRM for information about obtaining certification in your state.

**COURSE TECHNOLOGY**

- How do I login to e-Learning in Canvas?
- Recommended Browsers
- Canvas Mobile Apps
  - [Android](https://play.google.com/store/apps)
  - [Apple](https://apps.apple.com)
- What is the User Dashboard?
- How do I set my Notification Preferences in Canvas?
- How do I set up my profile?
- How do I change my password?
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 320 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>
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<tbody>
<tr>
<td>Start Here Module Quiz</td>
<td>Once</td>
<td>10 points</td>
<td>10 points</td>
</tr>
<tr>
<td>Written Assignments</td>
<td>One per module</td>
<td>20 points</td>
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<tr>
<td>Tests</td>
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<tr>
<td>Discussions</td>
<td>One per module</td>
<td>10 points</td>
<td>50 points</td>
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<tr>
<td>Final Exam</td>
<td>Once</td>
<td>60 points</td>
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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/exam AND
- Earn an overall course grade of at least 70%

ADDITIONAL POLICIES

POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES
Students requesting accommodation for disabilities must contact UF Professional Development (questions@dce.ufl.edu). Accommodations are not retroactive. Therefore, students should contact the office before registering for the course.

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT
Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code.
NETIQUETTE: COMMUNICATION COURTESY

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. View the netiquette guide here.

GETTING HELP

CANVAS NAVIGATION HELP

- Canvas Tutorials
- Canvas Student Tour
- Canvas Student Guide

TECHNICAL HELP

For non-content related issues with your online course, please contact:

- UF Professional Development: questions@dce.ufl.edu | 352-392-8660
- UF Computing Help Desk: 352-392-4357 option 1 | helpdesk@ufl.edu

CONTENT HELP

Contact your instructor using the Inbox tool in Canvas.

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@dce.ufl.edu or 352-392-8660.

DISCLAIMER

This syllabus represents current plans and objectives. These plans may need to change to enhance the class learning opportunity.