

OUTPATIENT THERAPY AND REHABILITATION RISK MANAGEMENT CHECKLIST



Risk Management is the process of analyzing your operation, identifying any exposures and implementing controls and techniques to mitigate these exposures. This process is essential to your business insurance but more importantly, to your business in general. From an insurance perspective, the presence of a high quality risk management process will result in a much lower possibility and probability of loss. However, from a business perspective, having risk management controls in place will result in an operation that maintains the highest standards of performance and ethics. Managing a high quality operation will result in greater production and longevity in the marketplace.

The following checklist can be used and enhanced, as needed, as part of your risk management process. Following these guidelines will assist you in managing a high quality operation for many years to come.

PRE-EMPLOYMENT PROCESS

- When hiring new employees or contractors, have you considered the necessary skill set and temperament needed to perform your agency's services? Yes No
- Have you performed background checks, including criminal, on each of your new hires? Yes No
- Have you contacted each potential employee's or contractor's references? Yes No

DIRECT SERVICES

Each client presents a unique challenge to you as a care provider. Clients will have different physical capabilities and mental capacity resulting in the need for individualized care.

- Have you provided training on proper lifting and moving techniques? Yes No
- Have you interviewed the client, their family or legal guardian to determine any chemicals or substances that the client may be allergic to when doing laundry or light housekeeping? Yes No
- Have you made certain that any floors or walkways are kept dry and free of debris? Yes No
- Have you obtained written authorization from your patients PCP releasing them to participate in therapy services? Yes No
- Have you fully disclosed to each patient their rights as provided by HIPAA and your procedures in following HIPAA regulations? Yes No
- Have you explained in detail to each patient the modalities of therapy to be performed? Yes No
- Are you providing constant supervision of the patient while they perform exercise based on your instructions? Yes No

INCIDENT REPORTING

- Have all employees been trained on proper procedures when reporting incidents? Yes No
- Do you follow up with the patient within 24 hours of their injury? Yes No
- Have all employees been instructed to report ANY visual observations about clients' health or well-being? Yes No
- Do employees complete daily reports on all clients upon completion of their visits? Yes No
- Does supervisor or manager review these reports on a daily basis? Yes No

EMERGENCY PROCEDURE

- Have you developed a procedure for emergency situations while providing services to clients? Yes No
- Have all employees been trained on proper procedure in emergency situations? Yes No
- In the event of ANY incident that prompts even the slightest cause for concern, is the family or guardian notified? Yes No