Med-IQ®

Risk Management Development Program: Ambulatory Care Risks and Best Practices
CE-Accredited Courses

Between 20-40% of patients experience a harm event in the outpatient setting.

Up to 80% of these events are preventable.

Ambulatory settings frequently do not have a dedicated risk professional on site or at all.

So how do you help your practice managers develop the expertise they need to identify and mitigate risk?

Our program is designed to:

Provide practical context for text-based learning	Engage the participant	Increase competency	Translate best practices into action	Be consistent with best practices for the ambulatory care setting

- Videos
- Case studies
- Interactive activities

Help support your practice managers.

Visit
https://link.med-iq.com/XNHnsz

Contact RMDPhelp@med-iq.com

Ambulatory Care Series

Risk Management: An Introduction
1.75 credits
Gain an understanding of the role of a risk professional with this foundational course. It reviews each step of the risk management process and describes the characteristics of a safety culture. Take a closer look at error causation and response, and learn to differentiate between a punitive and just culture.

Ambulatory Care Clinical Risk Management
1.75 credits
Learn about various topics and strategies central to reducing clinical risks in the outpatient setting. Topics include responding to medical emergencies, improving care transitions, and diagnostic error prevention as well as many others.

Ambulatory Care Occurrence Management
2.0 credits
Something unintended occurred, now what? Time is of the essence when responding to a patient-harm event. Learn about immediate and short-term response strategies and various methods of risk analysis as well as improvement methodologies to prevent the recurrence of a patient-harm event.

Legal and Regulatory Topics
1.75 credits
A basic understanding of healthcare's legal and regulatory oversight is essential knowledge. Explore legal and regulatory frameworks including key topics such as HIPAA, ADA, informed consent, and scope of practice.

Occupational Health in the Ambulatory Setting
2.0 credits
The provision of a safe environment for employees requires identifying areas of risk and implementing practices to promote both employee and patient safety. Delve into healthcare occupational risks from multiple angles and identify mitigation strategies.

Patient Experience Pearls and Pitfalls
2.0 credits
The patient experience extends beyond the clinical care provided and includes how patients are treated throughout their patient journey. Learn strategies to enhance the patient experience by improving health literacy and providing culturally competent care. Review best practices in responding to complaints and grievances as well as the process for adverse event disclosure.

Risk Identification Methods
2.5 credits
The first step of the risk management process is risk identification. In this course, learners are introduced to proactive and retroactive methods of risk identification as well as common barriers to event reporting and strategies to overcome them. Apply your knowledge by conducting an environment-of-care risk assessment.

Our modules are:

▶ **On demand**: available when and where they are needed

▶ **Learner driven**: with self-directed activities and discussion boards

▶ **Hands on**: offering an engaging approach that reduces learner fatigue

Copyrighted

Ask us about forming a custom cohort for your team

"This program has been pivotal in helping me identify risk specific to the outpatient setting and, just as importantly, has given me the tools, resources, and templates to address those risks.

I am very thankful for the specialized information I gained through this program."

- Lacie Eldred, BSN, RN, Risk Management Nurse Manager for UUMAS

Med-IQ

For more information on the Risk Management Development Program, visit https://link.med-iq.com/XNHnsz **or contact** RMDPhelp@med-iq.com

med-iq.com