



## Healthcare Safety Leadership Professional (HSLP) Curriculum

### Curriculum Overview

The HSLP program focuses on the core competencies required for effective risk management in healthcare. It includes both general risk management knowledge and Louisiana-specific issues.

#### 1. Role of the Healthcare Risk Manager & the Business of Risk Management, Ethics (14% or 17 questions)

- The importance of healthcare risk management and its role in healthcare settings
- The role of healthcare risk manager
- Collaboration of action plan development to address opportunities for improvement related to findings from compliance, regulatory, licensing, and accreditation surveys.
- Participation in tracking and trending risk and patient safety improvement efforts.
- Resource to providers and staff related to legal, ethical, and patient safety questions and concerns, such as informed consent, rights of minors, ethical decision making, workplace violence, releases on information related to law enforcement, support related to legal processes, etc.
- The risk management process: identification, assessment, mitigation, and monitoring
- Types of risks in healthcare (clinical, operational, financial, reputational)
- Basic risk management resources & proactive tools (FMEA, Haz Vulnerability, etc.) in risk reduction activities.
- Event reporting system and data analysis of events submitted (includes events, near misses, and patient complaints)
- Development of a risk management plan and supporting policies and procedures, including annual assessment of the risk management plan for effectiveness.
- Education of staff, leaders, and providers on risk reduction and patient safety.
- Effective reporting of data and other communication to the board, leadership, and staff for transparency.
- Participation in applicable safety, employee safety, and patient safety committees.
- Leading and facilitating a culture of safety and proactive risk management in all areas of the healthcare setting.
- Communicating resources needed to leadership.
- Communication with insurance carriers and attorneys.
- Investigation of SSE that can potentially lead to financial loss.

- Participate in contract reviews, insurance coverage, and policy language.
- Participate in vetting risks through risk assessment for new services or opportunities.
- Timely reporting for occurrences and employee injuries.
- Communicate with attorneys and insurance professionals regarding claims and lawsuits.
- Notification of insurance carriers, attorneys, etc., of potential claims and employee injuries.
- Collaborate in activities to minimize reputational loss after an SSE.
- Prepare reports for the board and leaders for awareness of claims and financial losses.
- Maintain actual and potential claims information as confidential.
- Knowledge of contractual liability and review of contracts.

## **2. Healthcare Regulations, Accreditation and Compliance (10% or 12 questions)**

- HIPAA (Health Insurance Portability and Accountability Act) compliance, patient privacy, and data protection laws
- Impact of state and federal legislation on healthcare risk management (e.g., Affordable Care Act, Medicare/Medicaid policies)
- OSHA and healthcare organizations
- Awareness of key statutory and regulatory requirements (CMS, TJC, DMV)
- Implications of certifications and accreditation options (Leapfrog, TJC, DMV, Baldrige, Magnet, CARF, ISO, etc.)
- Survey and accreditation preparedness processes
- Compliance audits for regulatory and accreditation requirements, including EMTALA.
- Reporting Serious Safety Events (SSE) to leaders and the board within an acceptable timeframe.
- Management of patient complaints and grievances
- Reporting of mandatory events per regulations, re: deaths within 24 hours of restraint, sexual abuse allegations, suspected child/elder abuse, etc.
- Proper management of patients under various commitments.
- Knowledge of patient rights and rights of minors.
- Informed consent, consent to treat, consent to photograph/record in healthcare
- Stark Laws

## **3. Clinical/Patient Safety (15% or 18 questions)**

- Strategies for improving patient safety, preventing medical errors, and reducing adverse events re: leadership monthly rounds, safety huddles, CPOE, bedside medication verification, etc.
- Incident reporting, analysis, and follow-up actions



- Development of training opportunities from risk management information to reduce risks and improve patient safety.
- Participation in an evidence-based communication and resolution program that can be implemented following an event that causes harm. Including staff and provider education and policy development.
- Promote compliance with forensic patients
- Awareness of proper credentialing and privileging processes for providers, including use of OPPE, FPPE data.
- Knowledge of the process involved in credentialing providers and the development of policies and procedures to ensure compliance and effectiveness.
- Management of behavioral health and committed patients who present to the emergency department.
- Ethical decision-making frameworks in healthcare risk management
- Balancing risk management with patient rights and autonomy
- Code of ethics for healthcare risk managers
- Managing conflicts of interest and maintaining transparency
- Resource on end-of-life issues, including DNR, Advance Directives, Medical Power of Attorney, etc.

#### **4. Workforce and Workplace Safety (14% or 17 questions)**

- Development of a workplace safety plan, including supportive policies.
- Development of workforce safety metrics, including tracking and trending, according to industry best practices, internal employee safety trends with injuries and near misses.
- Promote processes to ensure the psychological safety of providers and staff members to establish safe care amid burnout, trauma, etc.
- Participation in strategies to improve employee safety, including:
  1. Safe Patient Handling & Mobility
  2. Employee Fall Prevention
  3. Sharp and Needlestick Prevention
  4. Workplace Violence Prevention
- Understanding job safety analysis and the importance of fitting a person to a job.
- Knowledge of filing and employee injury claims, including first report of injury forms, second injury fund, and employer responsibilities.
- Understanding of investigations of employee injury events.
- Awareness of workers' compensation laws and processes.
- Collaboration on transitional duty program development.
- Participation in risk assessment to reduce employee safety injuries, using data from industry and internal trends.



- Alternative worksites and unique employee health risks, re: home health, remote workers, etc.
- Threat management, situational awareness
- Investigation of SSE that can potentially lead to financial loss.
- Participate in contract reviews, insurance coverage, and policy language.
- Participate in vetting risks through risk assessment, with new services or opportunities.
- Timely reporting for occurrences and employee injuries.
- Communicate with attorneys and insurance professionals regarding claims and lawsuits.
- Notification of insurance carriers, attorneys, etc., of potential claims and employee injuries.
- Collaborate in activities to minimize reputational loss after an SSE.
- Prepare reports for the board and leaders for awareness of claims and financial losses.
- Maintain actual and potential claims information as confidential.
- Knowledge of contractual liability and review of contracts.

## **5. Use of Information for Quality/Performance Improvement & Patient Safety Organizations (PSO) (10% or 12 questions)**

- Root cause analysis and risk assessments in clinical settings
- Quality improvement initiatives: Lean, Six Sigma, and other methodologies
- Evaluating patient safety and the culture of safety within the organization.
- Development of patient safety and other risk management metrics for performance improvement.
- Using information from patient and family advisory councils to improve safety-related improvement projects, and safety goals/metrics.
- Consideration of patient and family input and complaints about adverse events, patient satisfaction, or other safety-related issues in solutions.
- Management of confidential reporting system for patient safety events, near misses, unsafe conditions, and other concerns.
- Human factors engineering principles are incorporated into the investigation of events and development of processes.
- Awareness of regulations and processes related to reporting information to the PSO.
- Carrying out patient safety activities related to the PSO, such as collection and analysis of patient safety work product, dissemination of information such as best practices, and other activities related to patient safety evaluation systems.
- Development of initiatives and policies to support “just culture”.
- Maintain confidentiality of patient safety evaluation system and information.
- Provide education related to PSO processes and confidentiality.



## **6. Medical Malpractice and Liability Management, Cybersecurity and Technology Risks in Healthcare (12% or 14 questions)**

- Risk management strategies to reduce the likelihood of malpractice claims
- Medical malpractice laws and insurance requirements, including what constitutes malpractice and negligence.
- Claims management: investigation, documentation, settlement, and defense Legal
- Incident investigations, maintenance of evidence
- Identify potential medical malpractice exposures, including things such as moonlighting, curbside consults, telemedicine, etc.
- The claims process.
- Medical device exposures
- Communication and resolution program development, implementation, and training.
- Deposition and mediation participation
- Understanding cybersecurity threats in healthcare settings, including data breaches and ransomware attacks
- Implementing risk mitigation strategies for healthcare IT systems (electronic health records, telemedicine, etc.)
- Legal implications of data security breaches and Data Breach Notification Law
- Awareness of Augmented Intelligence (AI) in healthcare and its impact.
- Photographs, recording, and social media.
- EHR interoperability with other systems, data sharing, etc.

## **7. Organizational Safety, Disaster Preparedness, and Business Continuity in Healthcare (15% or 18 questions)**

- Collaboration of processes to promote organizational safety, such as risk assessment and hazard vulnerability assessments.
- Collaborate to develop an effective safety plan, such as an environment of care management plan, hazardous waste management plan, fire safety plan, and supporting policies.
- Facilitation of a safe environment for patients, visitors, and employees.
- Consideration of data, industry, and internal trends in the environment of care in the overall risk management plan.
- Participation in the development, implementation, and training of a workplace violence plan
- Recommendation of controls to eliminate hazards and reduce risks.
- Life Safety compliance, including during construction.
- Adherence with biomedical engineering inspections.
- Fire safety plans and inspections.



- Awareness of facilities management standards and best practices such as OSHA, NFPA, ASSP, FDA, ADA
- Organizational hazards incorporated into the overall risk management plan.
- Collaboration of staff training to promote organizational safety and compliance with plan and processes.
- Collaboration with Facilities professionals to reduce risks in the environment.
- Awareness of how environmental design impacts safety and strategies to mitigate the risks, such as landscaping, lighting, wayfinding, etc.
- Participating in planning for natural disasters and public health emergencies (e.g., hurricanes, flooding)
- Participating in planning for cyber-attacks and development of disaster recovery and business continuity plans post-event.
- Collaborating to develop and maintain disaster recovery and business continuity plans
- Ensuring continuity of care during crises and protecting vulnerable populations
- Collaboration with local and state emergency management agencies

## **8. Physician Office Practices and Clinics (10% or 12 questions)**

- Understand challenges unique to the physician's office practice, clinic, and urgent care setting re: communications, documentation, medication safety, and environmental safety.
- Collaboration with providers to provide telehealth in a safe, secure manner that supports patient needs and complies with laws and regulations.
- Facilitation of best practices in the clinic setting to ensure proper follow-up of patient testing.
- Awareness of workplace violence issues in the clinic setting and strategies to mitigate the risks.
- FQHC's and FTCA, liability protections, 340B, scope of services

