

Guam Behavioral Health and Wellness Center
Risk Assessment 2019

The Risk Management Plan is designed to support the mission and vision of GBHWC as it pertains to clinical risk and patient safety as well as the safety of its visitors, volunteers, and employees, in addition to the reduction or elimination of potential business, operational, and property risks. The first stage in creating quality service is making the service safe and managing its risks appropriately. Effective risk management, which is an integral component of good organizational management, minimizes negative outcomes and identifies opportunities for quality improvement. Through the systemic application of risk management, Guam Behavioral Health and Wellness Center will demonstrate its commitment to the vision outlined above thus providing assurance to both staff and consumers.

I. Property Losses				
Identification of Exposure/Risk	Strategies to Minimize Risk	Action Plan	Responsibility of	Timelines
Damaged or Destroyed Property	<ol style="list-style-type: none"> 1. Guard hourly patrol. 2. Monthly facility and maintenance inspections. 3. Proper procedures for reporting of property damage 4. Regular maintenance of equipment, vehicles, etc. 5. Budget appropriation for major repairs or procurement of new equipment, vehicles, etc. 6. Survey and regulatory reports 7. Insurance coverage 	<ol style="list-style-type: none"> 1. Early risk identification 2. Provide checklist for monthly monitoring 3. Maintenance section to make repairs if applicable. 4. Change equipment if necessary. 5. Keep all necessary insurance current 6. Registration of all vehicles keeping insurance coverage current 7. Proper record keeping (including vehicle trip tickets) 	<ol style="list-style-type: none"> 1. Facilities/Maintenance Operation Supervisor 2. Safety Officer 3. All employees 	<ol style="list-style-type: none"> 1. Regular monthly audit. 2. Annual renewal of insurance.

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II. Liability Losses Consumer Related				
Identification of Exposure/Risk	Strategies to Minimize Risk	Action Plan	Responsibility of	Timelines
1. Medical Errors a. Errors of prescribing b. Errors of dispensing c. Errors in administering	1. Staff training and support in continuing medical education 2. Physiologically sound working and staffing hours 3. Proper medication labeling and storage 4. Using best practiced principles or evidence based guidelines	1. Early risk identification 2. Incident reporting 3. Occurrence reporting and screening 4. Sentinel event tracking 5. Revise and update medication policy 6. Upkeep of certifications.	1. Medical Director 2. Nursing Administrator 3. Pharmacist	1. Monthly audit and reporting during QI committee meeting 2. Annual pharmacy inspection by Pharmacy Board
2. Adverse Drug Reaction	1. Training on drug- drug interactions 2. Reporting of adverse drug reaction 3. Documenting consumer history of drug allergy	1. Early Risk Identification 2. Incident reporting 3. Occurrence reporting and screening 4. Sentinel event tracking 5. Training on medication handling.	1. Medical Director 2. Nursing Administrator 3. Pharmacist 4. Direct service personnel	1. Monthly audit and reporting 2. Annual Medication Management/Handling Training
3. Behavioral Problems (assault, elopement, etc.) a. Suicide/self-harm b. Sentinel events c. Risk of violence	1. Professional Crisis Management Training 2. Clinical risk assessment of consumers 3. Safety plan for consumers at risk	1. Security reports 2. Regular reporting of the risk assessment data and safety plans in place	1. Clinical program division heads 2. Direct service personnel	1. Monthly audit and reporting during QI committee meeting. 2. Annual PCMA training 3. Annual policy review and updating

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<p>4. Sentinel Events</p>	<p>1. Early incident reporting. 2. Training on health and safety. 3. Provide a safety plan for high risk consumers.</p>	<p>1. Training on Critical Incident Reporting Policy. 2. Critical incident tracking 3. Training for all new direct care employees</p>	<p>1. Division head 2. Supervisor 3. Risk Manager 4. Safety Officer 5. Nurse Administrator 6. Direct service personnel</p>	<p>1. Monthly tracking, audit and monthly reporting to the QI Committee and review by Director 2. Annual training on policy 3. Annual Policy review and updating</p>
<p>5. Unsafe Conditions with Potential for Harm</p>	<p>1. Regular facility and maintenance reporting. 2. Use of hazard signs for slippery and wet areas. 3. ADA compliant environment</p>	<p>1. Using a checklist on monitoring 2. Continuous improvement of work environment 3. ADA compliance inspections 4. Safety inspections</p>	<p>1. Facility Operations Supervisor 2. Safety Officer 3. ADA Compliance Officer 4. Risk Manager 5. ALL employees</p>	<p>1. Monthly safety and ADA inspections. 2. Annual training on policy</p>

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<p>6. Abuse and Neglect of Consumers</p>	<p>1. Staff training with Adult/Children Protective Services (APS, CPS) 2. Review and training on Incident Reporting Policy</p>	<p>1. Develop/enhance the complaints process 2. Regular medical checkup of consumers</p>	<p>1. All employees 2. Division head 3. Clinical Supervisor 4. Risk Manager 5. Direct service personnel</p>	<p>1. Monthly review and evaluation of incidents reports in the QI committee meetings 2. Annual training on policy</p>
<p>7. Medical Records Privacy and Security Breaches</p>	<p>1. Strengthening protocols on security measure in the medical records section and in AWARDS. 2. Training of staff on HIPAA and HITECH Rule. 3. Designating a Security and Privacy Officer who will monitor medical records and AWARDS security breaches. 4. Limiting user access to AWARDS</p>	<p>1. Medical chart audits 2. Monitoring of AWARDS users/access</p>	<p>1. MIS 2. AWARDS Super Users 3. Designated Medical Records Supervisor</p>	<p>1. Monthly chart audits 2. Quarterly AWARDS list review/monitoring</p>

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III. Personnel Losses				
Identification of Exposure/Risk	Strategies to Minimize Risk	Action Plan	Responsibility of	Timelines
1. Employee Turnover 2. Disability 3. Death	1. Continuous improvement of work environment 2. Provide training opportunities for staff 3. Proactive recruitment and retention process 4. Performance evaluation for salary increase 5. Appropriate accommodations for staff	1. Tracking retention and turnover rate 2. Exit interview 3. Employee satisfaction survey 4. Proactive supervision and use performance improvement plans	1. Human Resources 2. Division heads	1. Quarterly Reports

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