

**Lake County Health Department and Community Health Center  
Clinical Risk and Patient Safety Management – Training Plan  
2020**

Based on the following guiding principles of the Clinical Risk Management and Patient Safety Management Program, the Lake County Health Department and Community Health Center facilitates staff participation in educational programs on safety and risk.

*The Clinical Risk Management and Patient Safety Management Program is designed to support the mission and vision of the Lake County Health Department and Community Health Center (LCHDCHC) as it pertains to clinical risk and patient safety. In conjunction with the Safety Charter and Environment of Care Plan, it addresses potential clinical operational and patient safety risks.*

*The Program supports the LCHDCHC philosophy that safety and risk management are everyone's responsibility. Teamwork and participation among management, providers, volunteers, and staff are essential for an efficient and effective risk management program.*

*All staff are expected:*

- *to be knowledgeable about and participate in risk management activities;*
- *to assist with the implementation of recommended improvements; and*
- *to identify risk events and opportunities for improvement.*

- 1) Upon orientation, new employees will be educated on:
  - a. Individual responsibility in risk management and safety
  - b. Explanation of Federal Tort Claims Act (FTCA) and its role in the Health Center
  - c. Joint Commission National Patient Safety Goals
  - d. HIPAA
  - e. Incident Reporting
  - f. Sentinel events
  - g. Mandated reporting
  - h. Handling of requests for information, including subpoenas or summons for appearance in court
  - i. Policies and procedures – particularly those supporting the concepts of PCMH
  - j. Role of documentation in minimizing risk
  - k. Equipment and medication management and addressing notifications from the Federal Drug Administration on medication and device alerts or recalls.
  - l. Review of basic infection control, blood borne pathogen and personal protective equipment.
  - m. Role of the translator
  - n. Clinical Risk and Patient Safety Management Plan – action plan for the current year.
  - o. Workplace violence prevention training for effectively responding to challenging customer and coworker behavior.

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- 2) Upon acceptance to the Governing Council, all new members will be educated on:
  - a. The Clinical Risk and Patient Safety plan
  - b. The status of the yearly action plan
  
- 3) Annually staff will review:
  - a. HIPAA
  - b. Mandated reporting
  - c. Safety basics
  - d. Infection control
  - e. Joint Commission National Patient Safety Goals
  - f. Priority items as identified and determined by assessments to clinical and administrative services.
    - i. 2020 areas to be addressed:
      1. Infection control with a focus on hand hygiene and respiratory precautions
      2. Medical/dental operations and managing to COVID 19
      3. Utilization of telehealth
      4. Equipment sterilization
      5. Incident reporting
      6. Medication Management including vaccine management
      7. Clinical Guidelines (as developed)