

RISK MANAGEMENT PROGRAM SELF EVALUATION

Identify the areas that are included in the facility Risk Management Program/Plan:

Yes	No	Need to Develop	
—	—	—	Risk Management Plan or Facility/Company's Commitment to Risk Management
—	—	—	Abuse, Neglect and Misappropriation policy and staff training
—	—	—	Incident Reporting and Investigation Program
—	—	—	Resident Admission program
—	—	—	Quality Assurance Program
—	—	—	Grievance/complaint policy and procedure
—	—	—	Confidentiality policy/training—Release of Information policy
—	—	—	Claims Management – process to identify potential legal issues
—	—	—	Staff Recruitment and retention programs
—	—	—	Staff orientation and development programs
—	—	—	Medical Staff Credentialing Policy
—	—	—	Professional Contract Review process
—	—	—	Public Relations program
—	—	—	Crisis Management Plan
—	—	—	Employee/Resident/Family Satisfaction Surveys
—	—	—	Customer Service program/training - Commitment Statement – Hot Line # - Family Night
—	—	—	Smoking Policy/Smoking Assessment
—	—	—	High Risk Resident monitoring system
—	—	—	Fall Prevention Program
—	—	—	Sitter Policy

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Yes	No	Need to Develop	
—	—	—	Volunteer Policy
—	—	—	Safety program
—	—	—	Resident and Family Councils
—	—	—	Defensive documentation training
—	—	—	Advanced Directives guidelines
—	—	—	Compliance rounds/ Environmental Checklist
—	—	—	Missing Resident/Elopement procedures
—	—	—	Health Information Management Policies and Procedures
—	—	—	Care planning communication and monitoring program for residents and families
—	—	—	Medical Director/Physician involvement processes
—	—	—	Safety/Fire/Emergency Disaster/Evacuation Plans
—	—	—	Emergency Phone Contacts
—	—	—	Refusal of Treatment
—	—	—	Safe Medical Device Act
—	—	—	Photography Policy/Consent to Photograph
—	—	—	Vehicle Safety Program
—	—	—	Pet Policy
—	—	—	HIPAA Policies
—	—	—	Retention Policy
—	—	—	Barber/Beauty Shop Guidelines
—	—	—	Exposure Control Plan
—	—	—	Hazardous Materials & Waste Plan