

Affiliates Risk Management Services, Inc.
JOB DESCRIPTION

TITLE: RQPS Clinical Reviewer and Trainer

GRADE: I

DEPARTMENT: RQPS

REPORTS TO: Director of RQPS

DATE PREPARED: March 2024

EXEMPT

PRIMARY FUNCTION/PURPOSE:

The RQPS Clinical Reviewer and Trainer position is responsible for critical analysis of medical adverse event incidents and data reported in the Affiliated Incident Management System (AIMS), the online incident reporting tool utilized by affiliates throughout the United States. The Clinical Reviewer and Trainer also assists with the development of clinical audit templates in the Centralized Hub for Affiliate Audit Management (CHAAMP), the on-line audit program that allows affiliates to complete, track and report required audits. This position also participates in the ARMS PelvicSim[®] training program, which offers high-fidelity, low-risk, and comprehensive training for intrauterine device (IUD) placement and ultrasound screening.

The Clinical Reviewer and Trainer applies clinical education and experience to the analysis of all medical incident reports for the purposes of identifying those which are most likely to rise to claims status, and/or may benefit from an RQPS consultation. Incident analysis requires critical thinking skills, the application of clinical knowledge, and the basic principles of medical malpractice law to determine if an incident may have departed from the standard of care and/or the PPFA Medical Standards & Guidelines and may qualify as Potential Compensatory Events (PCEs). The incident analysis process involves of the following: detailed review of the incident report data, assessment of a patient's pertinent clinical history and course of treatment, and identification of issues involving the associated standards of care, and effective communication skills with affiliates. This position also analyzes AIMS data for trends which may indicate opportunities for risk management and patient safety strategies.

The Clinical Reviewer and Trainer develops and provides ARMS PelvicSim training to affiliate staff to enhance affiliate staff's knowledge, skills and confidence with the goal of improving patient safety and reducing the potential for adverse events.

This position provides training, advice, and guidance to insured participants on the delivery of high-quality medical services to Planned Parenthood patients, promotes risk reduction strategies through the development of an enterprise risk and quality management program, and develops and promotes other ARMS services and resources as applicable. In addition, they may serve as subject matter expert and/or provide content review to support work done by the Center for Affiliated Learning (CAL).

DUTIES AND RESPONSIBILITIES:

1. Reviews and analyzes clinical content of medical adverse event incidents reported in AIMS by affiliates.
2. Identifies incidents which may give rise to litigation (PCEs) and drafts abstracts and items for consideration to identify trends and predict the possible financial exposure.
3. Assists in identifying and developing RQPS resources and methods to improve the quality of services provided to patients at affiliates.
4. Identifies high-risk clinical practices through analysis of incident data and provides system improvement recommendations to minimize affiliate exposure to liability.
5. Consults with the quality team at affiliates when additional incident report information is needed, and provides additional guidance to affiliates as needed regarding incident reporting, Just Culture, and patient safety.
6. Assists with communication of RQPS incident data reports to affiliates.
7. Provides timely response to insured participant requests requiring professional RQM training through in-person visits, e-mail, telephone, and written correspondence.
8. Participates in collaborative work groups using teamwork skills.
9. Serves as the project manager for the RQPS team on relevant projects as directed.
10. Completes special projects as assigned and required.
11. Reviews, revises, and develops new and existing audit tools ensuring compliance with the PPFA Medical Standards and Guidelines.
12. Collaborates with other members of PPFA National staff regarding Risk, Quality and Patient Safety issues and ARMS program development. Attends, and participates, as needed, in appropriate meetings with third parties.
13. Provides written information for ARMS publications as needed.
14. Advises affiliates on new information, project updates, trends and policy announcements regarding risk and quality management issues through distribution lists and other various media as appropriate.
15. Under the supervision of the Director of RQPS, works with various departments at PPFA to strengthen the understanding and implementation of RQPS issues and principles.
16. Collaborates in the development and maintenance of training materials for the ARMS PelvicSim Training Program, including e-learning and instructor led components.
17. Conducts onsite and/or virtual training sessions for Planned Parenthood affiliate participants of the ARMS PelvicSim Training Program, including practicum and didactic components. Travel up to 25%.
18. Gains expertise in PelvicSim simulator mechanics to be able to facilitate practicum trainings for ARMS PelvicSim Training Program.
19. Serves as member of the ARMS PelvicSim Training Program team and joins team meetings, as indicated.
20. Serves as a resource to the CAL team, as subject matter expert or content reviewer.
21. Completes additional duties as required.

POSITION SCOPE:

Responsible for meeting assigned objectives and contributing to the development of corporate work objectives.

PROBLEM-SOLVING:

Requires critical thinking and strong analytic skills. Responds to problems or challenges that affect the ability of the program to meet assigned goals and objectives. The RQPS Clinical Reviewer and Trainer must research, analyze and integrate information from various sources to determine solutions.

KNOWLEDGE:

Job duties require an understanding of AIMS, incident reporting, medical record audits, and knowledge of PPFA Medical Standards and Guidelines to provide a review and analysis of incident reports and inform the development of resources to mitigate risk. In addition, job duties also include knowledge of the simulation program and methodology involved in delivering appropriate training to learners.

CONTACTS:

The RQPS Clinical Reviewer and Trainer reports directly to the Director of RQPS. This position works collaboratively with other members of the RQPS department, ARMS staff, and external affiliate partners.

SUPERVISION:

This position does not include supervisory responsibilities.

POSITION REQUIREMENTS:

Education:

Education and active licensure as a Registered Nurse or Advanced Practice Clinician (Midwife, Nurse Practitioner, or Physician Assistant)

Experience:

- One to three years of clinical experience required.
- Experience with Online Incident Reporting Systems and Microsoft Office suite required.
- Experience with women's health, OB/GYN, or ambulatory care preferred.
- One to three years of risk management and/or patient safety experience preferred.
- Must have knowledge of risk and quality management and patient safety programs and initiatives.
- Coordination and/or management of Online Incident Reporting Systems preferred.
- Planned Parenthood experience or other reproductive health care experience preferred.
- Data analysis skills and experience preferred.
- Experience using Excel and Power Point.
- Must show meticulous attention to detail, be able to understand the big picture, have the ability and willingness to compromise and work with collaborative teams, and be flexible and self-motivated.
- Strong organizational, written, and oral communication, problem-solving and interpersonal skills required as are excellent customer service skills.
- Commitment to diversity.