



Risk Management

What Can We Learn From The
Case Files

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Regulatory Changes

- Change to RHPA since June 2009
- ICRC, not "*Complaints Committee*"
- ICRC Can Consider "Prior History"
- Avoid Letting Matters Escalate!



Assistance Can Be Provided For

- College Complaints
- College Investigations
- Discipline Proceedings
- Fitness to Practice
- HPARB Review
- Insurance Enquiries
- Hospital Privileges
- Risk Management Assistance on Employment Issues
- CODH Inspections
- Enquiries from Boards of Health
- HARP Inspections
- Upset Patients

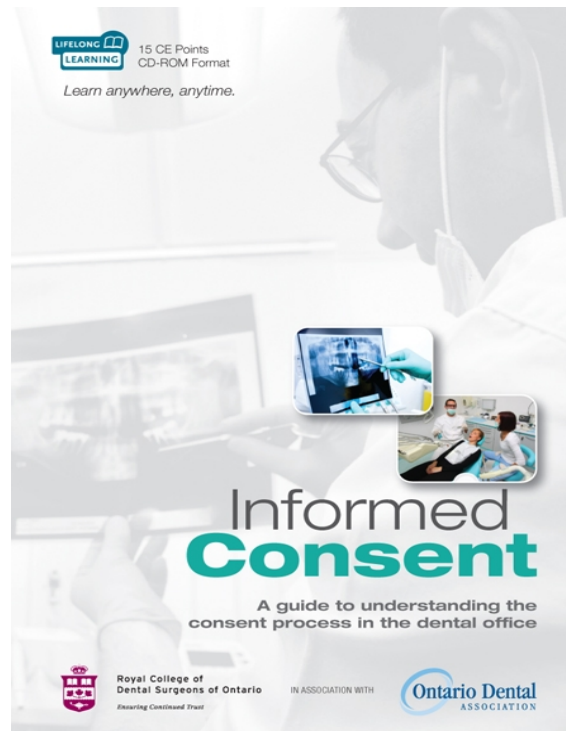


We Will Look At

- Informed Consent
- Post Treatment Problems
- Specialist Referral
- Applying What You Learn In A Course



Informed Consent





Informed Consent

- Have “the discussion” before treatment
- Make notes
- Disclose complications
- Make an effort to remediate



Post Treatment Problems

- Deal with them personally
- Allow short timeline for resolution
- Notes, notes and more notes
- Consider specialist referral



Specialist Referral

- Becoming a tripping point in standard of care issues
- Timely referral when
 - Prognosis Changes
 - Problems Arise
 - Post Treatment issues are not resolving



Post Treatment Problems

- Regular office availability
- After hours care
- Watch your “Collections Strategy”
- Patient Dismissal



Applying What You Learn In A Course

- Evaluate what is being presented and by whom
- Is it a prudent approach for you and your patients
- Are you prepared to deal with all of the eventualities



Remember

- Seek assistance early
- A refund goes a long way
- A referral may save you in more than one way



Evaluating Your Treatment Risk