

PROGRAM ADMINISTRATOR (RISK MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Risk Manager, an incumbent of this class is responsible for the integration and coordination of the various components of the Risk Management department at the Westchester County Medical Center to ensure the effective and efficient functioning of the hospital-wide risk management program. This includes the management, coordination and implementation of all internal operations for the department, i.e. all computer and data systems, training and supervision of staff, coordination and tracking of all investigations, and development and implementation of methods for ensuring compliance with required regulatory programs. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates and manages all risk management computer and data systems (including Clarisa Claims Management, Indra Incident Reporting, NYSDOH Incident and PETS Reporting Program, Insurance Law Section 315, and Westlink);

Manages and coordinates investigation of all claims and other matters by assigning components to risk management staff and contracted claims administrator;

Develops more effective systems for tracking and processing risk management and claims data;

Acts as liaison with the County Attorney's Office, County Risk Management, and outside defense counsel;

Performs administrative tasks to ensure effective and efficient operation of the Risk Management department;

Develops physician practitioner profiles to assist in the credentialing program;

Assists medical staff involved in medical malpractice claims;

Assists hospital administrative staff and committees by assembling and interpreting claims data for analysis and regulatory compliance;

Develops and implements departmental policies and procedures for Risk Management;

Ensures compliance with relevant federal, state, and County regulations as required;

Trains staff in data entry and report production for medical malpractice claims, property claims and incident reports;

Acts on behalf of the Risk Manager in his/her absence;

Ensures that records are complete, up-to-date and meet regulatory requirements;

Responds to questions regarding risk management related matters as established by hospital policy;

EXAMPLES OF WORK: (Cont'd)

Participates in training programs or in-service education programs related to Risk Management and safety;

Attends meetings, seminars, and conferences related to the Risk Management activities of the hospital.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of risk management functions related to a hospital or health care delivery setting; thorough knowledge of the principles, practices procedures and techniques utilized in planning and conducting confidential investigations; good knowledge of the principles and practices of hospital organization as they relate to the functions of its various divisions, regulatory agencies, and accrediting organizations; ability to establish efficient working relationships with a wide range of medical, professional, administrative and clerical personnel; ability to communicate effectively both orally and in writing; ability to prepare accurate and informative reports; ability to supervise and plan the work of others; ability to perform work independently and exercise sound judgement within established policy; thoroughness; integrity; tact; initiative; resourcefulness; physical condition commensurate with the requirements of the positions.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five years of staff, administrative, management or investigatory experience, two of which must have involved risk management, claims administration, or medical, insurance, property or civil litigation claims and formulation of policies, and two of which must have been in a hospital or health care setting.

SUBSTITUTION: Satisfactory completion of 30 credits toward a Master's Degree* in Business, Health, Hospital, or Public Health Administration, or Law Degree may be substituted on a year for year basis for up to three years of the above stated experience, exclusive of the two years experience involving risk management, claims administration, or medical, insurance, property or civil litigation and formulation of policies.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.