



Two Emerging Risks That Blindside Great Organizations

What if

Presented by Andrew Corrigan & Bette McNee

June 12, 2019

Presenters



Andrew Corrigan
Producer



Bette McNee, RN, NHA
Senior Clinical
Risk Management Consultant

Risk Buckets

1. Your Services
2. Your Team
3. Your Customers

Emerging Risks?

1. Related to Your Team
2. Related to Your Customer

Related to Your Team

1. Peruse the Headlines

- a. “Nurse arrested in rape of woman in vegetative state who gave birth at care facility”, January 2019
- b. “Former Longmont nursing home staffer set for trial in abuse case”, May 2019
- c. “Alzheimer’s Center aide indicted for abuse of elderly patient who later died”, May 2019

2. Why?

Causes

1. Caregiver Stress
2. Contributing Factors
3. Ill-Equipped
4. Poor Stress Management

How can your organization address this risk?

Other Causes

1. Demands Outside of Work
2. Resulting Conditions
3. Stress -> Feel Helpless -> Lash Out

How can your organization address this risk?

Other Causes

1. Staffing
2. Exhaustion
3. Chronic Fatigue
4. Lack of Sleep

How can your organization address this risk?

Risk Approaches for Team

How can your organization address this risk?

1. Pre-employment Testing
2. EAP
3. Foster Resilience
 - a. Onsite Counselors
 - b. Before shift
4. Early signs

Related to Your Customer

1. Who is the Customer?
2. Research Study: “A National – Level Analysis of the Relationship Between Nursing Home Satisfaction and Quality”, Research on Aging, 2019.

Satisfaction & Quality

1. Research Study: “Relationship between Quality of Care and Negligence Litigation in Nursing Homes”, The New England Journal of Medicine, 2011.

The best performing nursing homes are sued only marginally less than the worst performing.

Summary

1. Resident Satisfaction \neq NHC Quality
2. Family Satisfaction = NHC Quality
3. NHC Quality \neq Odds of Being Sued

What can you take from this?

Who is the Customer?

1. Resident Satisfaction #1
2. Claims May Be Inevitable
3. Insurance
4. Family Expectations

Risk Approaches for Family

1. Research Study: “What Do Family Members Really Want When Older Adults Transition to a Nursing Home?”, Journal of Gerontological Nursing, 2019.
2. Two themes:
 - a. Talk – 2 weeks
 - b. Unique, Personhood

Isn't this Person Centered Care?

More Risk Approaches for Family

3. Expectations After Move-In
 - a. Involvement
 - b. Social Engagement

Contact Us!



Andrew Corrigan
Producer
Acorrigan@grahamco.com



Bette McNee, RN, NHA
Senior Clinical
Risk Management Consultant
BMcNee@grahamco.com



The information in this publication and presentation was compiled by The Graham Company from sources believed to be reliable. Further, all sample policies and procedures herein should serve as a guideline which you can use to create your own policies and procedures. We trust that you will customize these samples to reflect your own operations and believe that these samples may serve as a helpful platform for this endeavor. **Any and all information contained herein is not intended to constitute legal advice and accordingly, you should consult with your own attorneys when developing programs and policies.** We do not guarantee the accuracy of this information or any results and further assume no liability in connection with this publication and presentation and sample policies and procedures, including any information, methods or safety suggestions contained herein. Moreover, The Graham Company reminds you that this cannot be assumed to contain every acceptable safety and compliance procedure or that additional procedures might not be appropriate under the circumstances. The subject matter of this publication and presentation is not tied to any specific insurance product nor will adopting these policies and procedures ensure coverage under any insurance policy.