



**Marshfield Clinic**  
HEALTH SYSTEM

**JOB DESCRIPTION**

**POSITION TITLE:** Clinical Risk Management RN

**POSITION NO:** 2409

**JOB SUMMARY**

The Clinical Risk Management RN is responsible for the day-to-day administration of the Marshfield Clinic Health System (MCHS) Clinical Risk Management Program and provides support to the Marshfield Clinic Healthcare Liability Insurance Program. The Clinical Risk Management RN assumes direct responsibility for incident investigation and identification/management of areas considered to be risk management liabilities. The Clinical Risk Management RN acts as a consultant to physicians, leadership, and staff on matters of clinical risk management. The Clinical Risk Management RN serves as a member of the risk management team which aims to mitigate risk to MCHS and ensure quality of care in a constantly changing health care environment.

**ESSENTIAL JOB FUNCTIONS**

1. Utilizes a high degree of judgement, prioritization, problem solving, and decision-making to complete a comprehensive review of quality of care incidents.
2. Evaluates potential and/or actual patient harm clinical incidents to ensure a multi-disciplinary, risk-based approach is taken to effectively learn from unanticipated outcomes, patient safety events, sentinel events, and medical errors.
3. Oversees incident file management within scope of Risk Management and Patient Safety processes to ensure accurate and thorough documentation of risk management investigation.
4. Owns the analysis and clinical investigation of incidents involving patient harm that pose potential for and/or actual liability to MCHS.
5. Performs pertinent medical record and medical/nursing practice guideline reviews, provider queries, and coordinates specialty reviews, as needed, to facilitate investigation of assigned incidents.
6. Independently reviews non-critical incidents to achieve resolution.
7. Consults on the incident reporting process that enables reporting of trends to regional leadership teams to help support the oversight of quality, safety, and shared learning.
8. Identifies problematic practices and/or adverse clinical risk trends and partners with Operations, Quality, and/or Patient Safety teams to eliminate or decrease risk of patient harm and liability of the professionals and the System.
9. Communicates and collaborates with leaders from Enterprise Risk Management, Legal Services, and IQIPS (Institute for Quality, Innovation, & Patient Safety) to develop strategies to minimize risk and promote patient safety.
10. Serves as a member on various System Risk/Peer Review/Patient Safety/Quality committees to offer input and provide consultation on risk identification and reduction strategies.

11. Provides guidance and advice regarding clinical risk management issues, policies, procedures, and practices to Marshfield Clinic Health System providers, leadership and staff from the risk management point-of-view.
12. Works with Patient Financial Services (PFS) team regarding billing procedures on pertinent patient incidents and works with leaders from Enterprise Risk Management and Legal Services to write-off or discount charges deemed necessary to proactively mitigate claim potential.
13. Partners with the Claims and Litigation Manager and/or Legal Counsel to provide clinical knowledge and assistance throughout the litigation process to achieve resolution of incidents, claims, and litigation matters.
14. Collaborates with Manager of Clinical Risk Management, Legal Counsel, and others to respond to and achieve resolution of critical incidents and/or other legal/regulatory clinical queries including the State of Wisconsin Department of Safety and Professional Services and State of Michigan Licensing and Regulatory Affairs.
15. Facilitates and/or participates in investigations under the State's caregiver misconduct requirements relating to allegations of patient abuse, neglect, misappropriation of property, or injuries of unknown source by providing clinical expertise, conducting interviews, as applicable, and consulting with Manager of Clinical Risk Management, Legal Services, and Human Resources to resolve incidents of Unprofessional Behavior.
16. Partners within the Clinical Risk Team to assist in the orientation and training period for new Clinical Risk Management RN hires during the onboarding process.
17. Regular attendance is required in order to carry out the essential functions of the position.
18. Reviews and meets ongoing competency requirements of the role to maintain the skills, knowledge and abilities to perform, within scope, role specific functions.

#### **ADDITIONAL DUTIES**

1. Other duties as assigned.
2. Attendance at depositions, mediation and trials may be required.

#### **JOB QUALIFICATIONS**

##### **EDUCATION**

*For positions requiring education beyond a high school diploma or equivalent, educational qualifications must be from an institution whose accreditation is recognized by the Council for Higher Education and Accreditation.*

**Minimum Required:** Bachelor of Science in Nursing (BSN) from an accredited nursing program.

**Preferred/Optional:** None

##### **EXPERIENCE**

**Minimum Required:** Five to seven years nursing experience in a hospital or clinical environment and one to three years progressive healthcare leadership in risk management, quality improvement, patient safety, or related field. Demonstrated proficiency with Microsoft Office Suite. Excellent written and verbal communication skills. Attention to detail and analytical skills. Strong interpersonal, organizational and customer service skills. Ability to handle challenging situations that may involve adverse outcomes.

**Preferred/Optional:** Non-clinical nursing experience.

**CERTIFICATIONS/LICENSES**

*The following licensure(s), certification(s), registration(s), etc., are required for this position. Licenses with restrictions are subject to review to determine if restrictions are substantially related to the position.*

**Minimum Required:** Current State of Wisconsin Registered Nurse License or Multistate License under the Nurse Licensure Compact.

**Preferred/Optional:** Certification in risk management or health law.

**PATIENT POPULATIONS SERVED**

Individuals hired are expected to serve patients of different ages, backgrounds, etc. When performing the essential functions of the role, the individual must identify the patient age group to be served and apply the appropriate care based on the patient’s age and background. The hiring manager is responsible for communicating the patient population generally encountered in the role and is responsible for ensuring the appropriate cultural, age and related training needed to serve the patient populations.

Check appropriate patient age group(s) served or select “Not Applicable”						
<input type="checkbox"/> Infant	<input type="checkbox"/> Toddler	<input type="checkbox"/> Child	<input type="checkbox"/> Adolescent	<input type="checkbox"/> Adult	<input type="checkbox"/> Older Adult	<input checked="" type="checkbox"/> Not Applicable

**EXCLUSION FROM FEDERAL PROGRAMS**

Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify their manager or the Clinic’s Compliance Officer if they are threatened with exclusion or becomes excluded from any federally funded program.

**ORGANIZATIONAL COMPETENCIES**

- Patient Centered
- Trust
- Teamwork
- Excellence
- Affordability

SPECIAL FACTORS				
Expected Travel and Shift Factors of the Role	Expected Frequency Individual Will Be Requested of Travel and Shift Factors in the Role			
	Frequently Required	Occasionally Required	Seldom Required	Unlikely
Day travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-call shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holiday shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees’ hours are scheduled according to the needs of the department. Occasional changes to Scheduled hours may be necessary when required by workload or departmental deadlines.</i>				

May require additional hours based on workload, low staffing or emergency situations.

PHYSICAL DEMANDS					
Expected Physical Demands of the Role	Expected Frequency Individual Will Perform the Physical Demands in the Role				
	Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i>	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i>	Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i>	Not Present
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry 10 pounds or less for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry less than 35 pounds for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift greater than 35 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pivot waist and neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull 50 pounds or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Push and pull greater than 50 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach less than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach higher than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit with back support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit without back support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand Unsupported	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist flexion/extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>All employees are required to utilize proper body mechanics, lifting and moving techniques and/or request assistance from additional staff before attempting to lift any weight outside of their physical capabilities and/or provider ordered restrictions. Actual weight(s) of individuals or items to be lifted vary substantially and must be carefully assessed by staff before attempting a lift to minimize the risk of employee injuries and ensure patient safety.</i>					
<b>Hearing and Vision</b>			<b>Requirement</b>	<b>Not a Requirement</b>	
Normal vision with/without correction			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Color vision			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Normal hearing with/without correction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<b>ENVIRONMENTAL FACTORS</b>					
<b>Expected Environmental Factors of the Role</b>	<b>Expected Frequency Individual Will Be Exposed to Environmental Factors Demands in the Role</b>				
	<b>Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i></b>	<b>Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i></b>	<b>Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i></b>	<b>Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i></b>	<b>Not Present</b>
Works indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uses a computer monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works at unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to biological agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust, fumes, smoke, gases, odors, mists or other irritating particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to excessive noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to extreme hot or cold temperature and/or changes in humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to radiation or electrical energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to slippery or uneven walking surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to solvents, grease or oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Around moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operates moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees are required to appropriately dress is based on the area the position resides in and must follow the Marshfield Clinic Health System Personal Appearance (Dress Code) policy and other applicable departmental policies.</i>					

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**CREATED BY:** Manager, Clinical Risk Management

**DATE MODIFIED:** 7/13/2023