



Core Competencies and Professional Development Framework

The control and prevention of medical accidents and injuries is a significant public health and safety concern in Florida and across the country. An essential method of controlling medical injuries is a comprehensive program of risk management, as required in law. According to Florida law, the key to such a program is a competent and qualified healthcare risk manager.

The FSHRMPS Professional Development Framework was compiled and developed by members, subject matter experts, and volunteers. The framework provides information on the knowledge and skills that risk management and patient safety professionals should have at the entry, intermediate, and executive levels as well as a suggested inventory of professional development opportunities and the associated ultimate professional attainment goals. The Framework can be used by public stakeholders to understand the scope of work, competency components, and professional development opportunities for Healthcare Risk Management and Patient Safety Professionals practicing in the state of Florida.

Core Competency Areas:

- Applicable standards of health care risk management;
- Applicable federal, state, and local health and safety laws and rules;
- General risk management administration;
- Patient care;
- Medical care;
- Personal and social care;
- Accident prevention;
- Departmental organization and management;
- Community interrelationships;
- Medical terminology.

Entry Level

Knowledge of:

- Applicable standards of healthcare risk management, patient safety, and accreditation compliance
- Applicable federal, state, and local health and safety laws and rules
- General risk management administration including clinical operations, claims, risk financing, proactive loss prevention, and departmental organization and management
- Patient care including patient rights, patient grievances, and the principles of disclosure
- Medical care including medical and bioethics, human factors, and system concepts
- Personal and social care including informed consent, patient self-determination, advance directives, and cultural sensitivity
- Patient harm prevention strategies and patient safety culture
- Process improvement techniques and measures
- Community interrelationships
- Medical terminology
- The role of patients and families in improving patient safety and reducing risks

Necessary Skills and Attributes:

- Critical business thinking
- Ability to communicate effectively verbally and in writing
- Basic analytical and problem-solving abilities
- Ability to build collaborative relationships with key stakeholders
- The ability to investigate and analyze the frequency and causes of general categories and specific types of adverse incidents to patients
- The ability to manage an incident reporting system
- The ability to develop appropriate measures to minimize the risk of adverse incidents to patients
- Possess personal attributes such as integrity, ethics, and empathy

Recommended Professional Development:

- Participation in FSHRMPS, ASHRM, and NPSF Webinar CE Series and/or Annual Conference
- Participation in FSHRMPS RM 101
- Participation in ASHRM University
- Participation in NPSF Patient Safety Curriculum

Professional Attainment Goals:

- Basic Entry Level Florida Certificate (Under Development)

Intermediate Level

Knowledge of:

- Clinical and patient safety issues
- Risk financing, legal, and regulatory operations.
- Healthcare operations, including claims and litigation
- Patient safety culture, leadership and advocacy
- Patient safety and risk solutions
- Measuring and improving performance
- Systems thinking design and human factors
- Research methodology and the process of due diligence
- Vendor liability exposures
- Enterprise risk management strategies

Necessary Skills and Attributes:

- Ability to present data in a format to facilitate decision-making based on the analysis of data
- Ability to collaborate with legal counsel on litigation strategy and ensure legal case files are maintained to protect confidentiality as provided by law
- Leadership skills to manage a team and delegate tasks
- Ability to analyze professional liability historical loss experience
- Ability to act as a resource or internal consultant on patient safety and enterprise risk management issues
- Ability to develop and implement risk management and patient safety plans and programs
- Ability to develop a strategic perspective and align with organizational strategy
- Conflict resolution
- Negotiation

Recommended Professional Development:

- Participation in FSHRMPS, ASHRM, and NPSF Webinar CE Series and/or Annual Conference
- Publication in FSHRMPS Risk Net Publication
- Participation in FSHRMPS Leadership Academy
- Participation in ASHRM Academy (HRM and PS Certificate Programs)

Professional Attainment Goals:

- Certified Healthcare Risk Management Professional (CPHRM)
- Certified Professional in Patient Safety (CPPS)

Executive Level

Knowledge of:

Strategic plan development and implications of the strategic objectives on risk management and patient safety goals

- Advanced risk financing

Necessary Skills and Attributes:

- Ability to interpret data to guide decision-making at the organizational level
- Ability to design program evaluation and monitor ongoing risk management and patient safety activities
- Ability to develop, implement, and oversee risk management and patient safety plans and to align with organizational mission, vision, values, and goals
- Ability to advocate for interdisciplinary patient safety conversations and problem-solving
- Ability to promote the principles of high reliability and just culture
- Ability to publish professional articles and contribute to the risk management and patient safety literature

Recommended Professional Development:

- Presentation at (of) FSHRMPS, ASHRM and/or NPSF Webinar CE Series or at Annual Conferences.
- State and/or National Publications

Ultimate Professional Attainment:

- FASHRM
- DFASHRM