

# Standards of Practice

# Risk Management

## Standard

The physiotherapist participates in **risk management** activities to promote **quality physiotherapy services**.

## Expected outcome

**Clients** can expect that they will be informed of risks inherent to their care, measures will be taken to minimize risks, they will be safe in the care of the physiotherapist, and any **adverse events** will be disclosed to the patient promptly and transparently.

## Performance expectations

The physiotherapist:

- Verifies that there are policies and procedures in place related to risk and crisis management and that he/she is knowledgeable about these procedures.
- Identifies potential risks in the work environment and incorporates appropriate measures to mitigate/manage these risks (e.g., breaches of **privacy/confidentiality**, environmental hazards, solo practice, aggressive clients, and treatment risks related to needling, manipulation).
- Participates in emergency preparedness and response training appropriate to the practice setting (e.g., fire drills, CPR).
- Recognizes the occurrence of **near misses** and adverse events (e.g., hot pack burns, falls) and responds immediately to minimize the impact on the client.
- Documents near misses and adverse events, and completes reports appropriate to the practice setting.
- Contributes to the collection of data to identify, manage, and prevent potential risks and adverse events relevant to the practice setting.
- Discloses details of any adverse events to the patient promptly and transparently, according to best practice guidelines and employer policies and procedures.

**Adverse events** refer to “an event that results in unintended harm to the patient and is related to the care and/or services provided to the patient rather than to the patient’s underlying condition.”

**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

**Confidentiality** “is the assurance that certain information that may include a subject’s identity, health, behavior, or lifestyle information, or a sponsor’s proprietary information would not be disclosed without permission from the subject (or sponsor).”

**Near misses** refer to “a patient safety incident that did not reach the patient. Replaces ‘close call.’”

**Physiotherapy services** are “services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care.”

**Privacy** refers to “a person’s desire to control the access of others to themselves. Privacy protects access to the person, whereas confidentiality protects access to the data.”

**Quality** of health-care services refers to the “acceptability, accessibility, appropriateness, effectiveness, efficiency, and safety” of the services provided.

**Risk management** refers to the “identification, assessment, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events.”

## Related Standards

- Client-Centered Care
- Consent
- Infection Control
- Safety

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