

4.36 Risk Management and Safety

Standard

The physiotherapist promotes and maintains a safe environment for clients, health-care providers, themselves, and others.

Expected outcome

Clients can expect to be safe in the care of the physiotherapist and in the practice environment, and that any **patient safety incidents** will be appropriately addressed and disclosed promptly and transparently.

Performance expectations

Related to Risk Identification and Mitigation

The physiotherapist must:

- Identify potential client safety risks relevant to the practice setting, method of service delivery, and client population served, (E.g. Breaches of privacy/confidentiality, environmental hazards, solo practice, aggressive clients and treatment risks)
- Verify that there are policies and procedures in place related to risk crisis management, emergency preparedness, and be knowledgeable about these procedures.
 - Refer to Patient Safety Management Plan for further guidance.
- Incorporates appropriate measures to mitigate/manage identified risks and adheres to safety best practices.

Related to Physiotherapist Training

The physiotherapist must:

- Maintain their competency in safety protocols, procedures and risk mitigation measures relevant to their practice.
- Participates in emergency preparedness and response training appropriate to the practice setting, method of service delivery, client population served, and identified safety risks.

Related to Client Interactions

The physiotherapist, where possible:

- Provides a clean and safe physiotherapy practice environment.
- Confirm that all equipment and electrophysical modalities are clean, safe, maintained and calibrated in accordance with manufacturer specifications and retain documentation of equipment calibration and maintenance for 5 years.
- Verify client's identity to confirm that the correct physiotherapy services is provided to the appropriate individual.
- Apply appropriate safety procedures when using equipment or electrophysical modalities. (e.g. Use of personal protective equipment, inform client how to call for assistance if help is required)

Related to Responding to Patient Safety Incidents

The physiotherapist must:

- Recognize the occurrence of **patient safety incidents, near misses**. (e.g. hot pack burns, falls)
- Respond immediately to patient safety incidents to minimize the impact on the client.
- Document patient safety incidents, near misses in the client's treatment record and completes reports appropriate to the practice setting in accordance with the practice setting's policies and procedures.
- Contribute to the collection of data to identify, manage, remediate and prevent potential risks and patient safety incidents relevant to the practice setting and population served.
- Disclose details of patient safety incidents related to physiotherapy services to the client and appropriate parties promptly and transparently.

Definitions

Patient Safety Incident refers to any event or circumstance which could have resulted or did result in unnecessary harm to a client. Patient Safety Incidents consist of near miss events, no-harm incidents, and harmful incidents.

Near Misses: refer to "a patient's safety incident that did not reach the patient.

The term Client can be interchanged with the term Patient. "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.