



# PROGRAM BULLETIN

Date: March 4, 2021

**ATTENTION: HEALTH CARE AGENCY RISK MANAGERS AND FACILITY MANAGERS**

**SUBJECT: LOSS CONTROL PROGRAM**

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Loss Control is a risk management technique that reduces costs by preventing and reducing the impact of negative events on an organization's finances, reputation, health and safety and continuity of operations. Loss control programs benefit organizations and their insurers by reducing the frequency and severity of insured and uninsured losses, and by helping to control premiums.

The Risk Management Branch (RMB) obtains Loss Control Services to support the Healthcare Protection Program (HCPP) and other similar RMB Programs including the Schools Protection Program, the University, College and Institute Protection Program, the Provincial Construction Insurance Program, and the BC Optional Property Program (the RMB Programs). Loss Control Services are included in the premiums for HCPP and provided to Health Care Agencies at no additional cost.

As part of this Loss Control Services program, Healthcare Facilities are scheduled for property inspections over a three-year period. Facilities Managers are contacted to provide appropriate point of contact and answer any preliminary site-specific questions. For efficiency the scheduling is coordinated with the other sites from other RMB Programs.

In 2020 the Risk Management Branch awarded a three-year Loss Control Services contract to Opta Precise Services (OPS). OPS has an extensive team of Loss Control Specialists, Appraisers, and Engineers in offices across the province, making them well positioned to address RMB Programs' needs. They specialize in insurance and risk management solutions such as loss prevention services, course of construction surveys, high risk surveys, building valuations, as well as a variety of specialized services.

With advanced skill and knowledge provided by their expert team, OPS are committed to offering the utmost quality and valuable risk information that you need to manage your risk portfolio. Completing 50,000 inspections and valuations annually, OPS has a wealth of historical data covering various Canadian regions and risk occupancies.

Facility managers and site contacts are asked to make the OPS inspectors aware of any internal policies **prior to touring the sites** to ensure that inspectors follow best practices with respect to patient safety, privacy and site safety. The goal should be to make their attendance on sites as non-disruptive and collaborative as possible.

## **WHAT TO EXPECT**

- **Pre-survey** - Phone/email communication with main facility manager/contact to book the inspection, obtain site contact information and obtain preliminary information.
- **Initial site survey** - Main survey for each site (accompanied by the Facilities Manager or site contact) that will include a full site inspection and a detailed report with building information and recommendations. High priority area surveys will be conducted simultaneously, with focus on patient life safety
- **Post-survey** - On-site discussion with site contact following the initial site survey to discuss the findings of the inspection, including the recommendations that will be made in the report.
- **Follow-up recommendation compliance survey** - Updated surveys will be conducted at a frequency proposed by HCPP based on facility type and use. It will include a review of previous recommendations, a site inspection, and additional recommendations observed, provided in a report. Updates to the initial site survey report will only be made if significant changes have been made to the building since the first site inspection.

## **REPORTING**

Reports are prepared using OPS' Microsoft compatible Risk Register for which access login information will be unique to each Health Authority. Risk Register is a web-based system that serves as a platform for delivering all reports to program participants. It communicates summary information, site survey results, and any recommendations made. Within the program, individual building profiles can be created and accessed by each associated Health Authority, where each building profile features the facility name, type of occupancy, address, contact information, coordinates, and the valuation amount, (when requested) and each profile has an option to attach files. All inspection reports are attached in each building profile and downloadable by link. In addition, each profile contains a recommendation section that shows each recommendation that has been made for the facility. For each recommendation, a classification score and the status of the recommendation is provided.

Risk Register includes functions that allows the Health Authority to run various reports and update the system to verify that Opta Precise's recommendations have been addressed.

Risk Register is accessible at [www.scm-rms.ca/Apps/RiskRegister](http://www.scm-rms.ca/Apps/RiskRegister) If you require your login information or would like to set up an online webinar with Opta Precise, please contact us at [hcpp@gov.bc.ca](mailto:hcpp@gov.bc.ca)

## **EDUCATION SERVICES**

OPS has committed to deliver presentation/seminars, newsletters, articles, and webinars related to loss control services to RMB Program clients. HCPP is working with OPS to coordinate educational sessions, which may be delivered in person or using on-line/webinar style sessions. Loss control articles or bulletins will outline relevant loss control topics. OPS will be establishing a notification system regarding updates on code changes, new risk mitigation strategies and new or developing trends in the loss control industry.

If there is something you are specifically interested in hearing about, please let us know by contacting us at [hcpp@gov.bc.ca](mailto:hcpp@gov.bc.ca)

## **QUESTIONS?**

If you have any questions about the Loss Control Program, please contact us at [hcpp@gov.bc.ca](mailto:hcpp@gov.bc.ca)