

# Standards of Practice

# Risk Management and Safety

## Standard

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

## Expected outcomes

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:

- Identifies potential client safety risks relevant to the practice setting, method of service delivery, and client population served.
- Verifies that there are policies and procedures in place related to risk and crisis management and is knowledgeable about these procedures.
- Incorporates appropriate measures to mitigate/manage identified risks and adheres to safety best practices.

### Related to physiotherapist training

The physiotherapist:

- Maintains 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:

- Provides a clean and safe physiotherapy practice environment.
- Confirms that all equipment and electrophysical modalities are clean, safe, and maintained and calibrated in accordance with manufacturer specifications, and retains documentation of equipment calibration and maintenance for ten (10) years.
- Verifies clients' identities to confirm that the correct physiotherapy services are provided.

- Applies appropriate safety procedures when using equipment or electrophysical modalities.

### Related to responding to patient safety incidents

The physiotherapist:

- Recognizes the occurrence of patient safety incidents and near misses.
- Responds immediately to patient safety incidents to minimize the impact on the client.
- Documents patient safety incidents and near misses in the client's treatment record and completes reports appropriate to the practice setting in accordance with employer policies and procedures.
- Contributes 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.
- Discloses details of patient safety incidents related to physiotherapy services to the client and appropriate parties promptly and transparently.

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

## Related Standards

- Assessment, Diagnosis, Treatment
- Infection Control