



Clinical Risk Management in Community Health

Definition

“improving the quality and safety of health care services by identifying the circumstances and opportunities that put patients at risk of harm and acting to prevent or control those risks”

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- Consultation
- Resources
- Acknowledgements

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Purpose of risk management – *identify all risks prior to (inherent risk) and after the application of appropriate controls (residual risk)*

Effectiveness of risk management – *relies upon reviewing and evaluating effectiveness of controls*

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There are many tools
available for risk
management!

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The framework:

- Provides general guide to clinical risk management.
- Individual services can modify or choose the most suitable approach
- Documents available on VHA website

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The framework:

1. Risk Management in Community Health
2. Clinical Risk Management
3. Clinical Risk Assessment With Your Staff
4. Clinical Risk Management for the Manager
5. Appendices

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The appendices:

1. Risk Register Proforma (with Risk Register and Risk Treatment Schedule)
2. Risk Identification Tools
3. Risk Matrix
4. Staff Handout for Clinical Risk Assessment
5. PowerPoint Presentation
6. Policy Documents - BOM Reporting, CRM Policy and Procedures
7. Discipline Specific Risk Profiles

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INITIAL IMPLEMENTATION PHASE

Develop a culture of clinical governance in your service through leadership, training, orientation, position descriptions, policies and procedures



Involve the relevant staff/teams/BOM/managers in clinical risk management through the identification of risks, risk analysis and prioritisation and treatment of risks



ONGOING PHASE

Managing a risk register



Report risk profile and risk management plan to BOM and managers



Review and monitor

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Clinical risk assessment with staff :

- identification, analysis and evaluation of clinical risk
- two staff/team meetings,
- extra work undertaken by team members between meetings
- manager or team leader as facilitator

Existing systems such as incident reporting systems and complaints systems can provide information on past risks that can aid in the identification of risks

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Introducing Clinical risk management to staff:

- Powerpoint – CRM Presentation

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Examples of clinical risks:

Occupational Therapy

- Urgent OT client not appropriately prioritised

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Workshop

- 10 groups
- handout
 - ✓ 1 Risk register
 - ✓ 2 risks per group
- feedback

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- CRM tool on website
- Review in 12 months
 - ✓ Identify common risks across disciplines
 - ✓ Program Risks

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