

Assessing and Managing Risk in Healthcare Settings Workshop



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09.00 Registration

Welcome and introductions

*Representative of the healthcare organization
Healthcare Quality Quest workshop leader*

An overview of risk assessment and management — *Benefits and how risk-related processes relate to clinical governance*

*Brief presentation
Participants reflect on their experiences with risk assessment and management*

Risk assessment and management terms, concepts and processes — *Being able to explain what's involved to others*

*Brief presentation
Participants consider how each of the risk functions is carried out now in their services, particularly what goes well and not-so-well in their services*

How to identify and define properly risks and issues — *Thinking of the situations that need to be recognized, learning from the evidence base and describing a risk (or issue) properly*

*Brief presentation
Participants identify and describe issues and risks for their services*

10.45 Break

11.00 How to analyse and evaluate risks — *Making judgements, and using evidence, about the significance of identified risks*

*Brief presentation
Participants apply a risk scoring system to identified risks for their services*

How to act on risks — *The theoretical options for action, making decisions about acting on risks and monitoring actions*

*Brief presentation
Participants consider the typical options for managing risks and use a priority-setting tool for managing risks to select actions on risks identified*

12.30 Lunch

13.30 How to act on risks (continued)

How to use the risk register for risk assessment and management — *Documenting the identification and assessment of risks for management purposes*

*Brief presentation
Participants consider how they are using a risk register to identify and assess risks at present*

When and how to escalate risks — *Practical advice for escalating risks*

*Brief presentation
Participants review current practice on escalating a risk*

15.00 Break

15.15 **How Failure Mode and Effects Analysis (FMEA) can support risk management — Using a practical method for effectively reducing risk**

Brief presentation

Participants identify an aspect of care or service for which an FMEA could help a team to reduce risk

How to make improvements in current risk assessment and risk management processes — Identifying how current practice could be improved and actions needed to achieve improvements

Brief presentation

Participants outline the way forward for improving risk assessment and management

16.30 **Workshop evaluation and adjourn**