

Aged Care Risk Management

Case Study



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Aged Care Risks

Aged care facilities have challenging risks and some of the specific issues RiskTech has encountered include:

Provision of Care

- Admission processes and procedures
- Care level assessment
- Care plan development
- Care plan review

Medical Practice

- Clinical practice
- Infection control
- Nutrition and hydration
- Palliative care
- Pharmacy
- Research

Protect the People

- Some organisations are averse to developing a risk management process. They fear the exercise might be too complex and create onerous governance obligations.
- RiskTech has a simple, proven and cost effective process, helping people to understand good risk management is good corporate governance. It's a positive force protecting all the stakeholders.

Risk Management Process

Our RiskTech team has assisted many commercial and not for profit entities to develop a risk management process consistent with the Australian Standard ISO31000. Our lead consultant for aged care is Gerry Robinson, an experienced risk management consultant. He is author of the RiskThinkers Guide and his book provides a proven methodology. It involves a workshop to engage your managers and health professionals and create a risk management process in a day.

Key features of our process include:-

1. Conducting a stakeholder and SWOT analysis;
2. Developing risk ranking criteria;

3. Review the previously mentioned Aged Care Risks and amend our library of 68 risks with these generic categories:-

Commercial	Education
Business Process	Environmental
Financial	Health & Safety
Human Resources	Insurable Risk.
Information	Property

4. Agreeing and a set of minimum standards for risk management; and
5. Agreeing an appropriate process for monitoring risk.

Risk Management Plan

Having established the risk management process we then interview relevant people to:-

- Understand how each risk manifests itself within the business;
- Rank the risk;
- Document how each risk is controlled; and
- Discuss how the business measures up to our minimum controls standards.

This information forms the basis of the risk management plan.

Monitoring Risk

A risk management plan is doomed to fail if its complexity requires people to make a decision between doing their job and managing the risk. We offer a simple manual process to monitor risk. Alternatively, many of our clients are interested in implementing our Internet-based risk management software solution RiskTech31K. This embeds risk management by providing:

- A register of risks and the persons accountable;
- A suite of control tasks are presented to the accountable person on a regular basis for on-line compliance sign off;
- Deployment of policies and procedures via the internet;
- An online incident reporting and investigation module; and
- Centralised monitoring of compliance.

For more information call Gerry Robinson 0414 995 683.