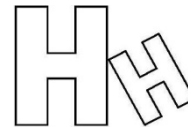


Business Risk Management Plan

Reviewed 3 monthly at Service Review meetings



© Healthcare Help

Business Risk Management Planning

FOREWORD

References:

SNZ HB 8152: 2001 Sentinel Events Workbook. Process for standardized Investigation & Reporting

SAA / SNZ HB 228:2001 Guidelines for Managing Risk in Healthcare

The Ministry of Health [by expecting us to measure up to certain standards] is asking what risks our services Face, & how we control for these risks.

This template is designed to help us look at possible risks that our services face today. It also suggests some solutions. However, it can only be a truly robust tool if it is:

- 1. Customised to your service**
- 2. Updated regularly [perhaps at 3 monthly service review meetings]**
- 3. In response to exception reporting [those incident forms alerting us to what has gone wrong].**
- 4. Acted upon.**

Business Risk Management Plan

RISK LOSS CONTRACT	Risk loss computer files	FIRE RISK	RISK THEFTS
LOSS ESSENTIAL SERVICES	Risk Serious Client Complaint	CLIENT HURT	Insufficient Clients
LOSS MANAGER No RN	RISK PERSONAL GRIEVANCE	Serious Infection Outbreak	Risk Insufficient Staff
Building Equipment Maintenance Risks	Injury Risk / OSH INVEST	OVER BUDGET	NATURAL DISASTER

Insufficient Clients

Impact on Service

- Nuisance
- **Not good**
- Really bad
- Catastrophic

Good provider

Likelihood

- Unlikely
- **Possible**
- Likely
- Almost certain

Preventative Actions

1. Effectively promoting & marketing our service
 - Brochure of Service available to new prospective clients.
 - Good relationships with NASC assessors
2. Long standing service with good reputation
 - Surveying & meeting clients and prospective clients needs
 - Promotion of the service by the workforce of carers
 - Promotion of the service by satisfied clients
3. Satisfaction Surveys and responding positively to information gathered from same
 - Surveys for information not for endorsement [in 2009 Internal Audit Work Book]
4. High calibre of staff – recruit & retain
5. An established culture that residents and staff enjoy.

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Impact on Service

- Nuisance

→ **Not good**

- Really bad
- Catastrophic

Risk of Personal Grievance

Good Employer

Likelihood

- Unlikely

→ **Possible**

- Likely
- Almost certain

Preventative Actions

Robust Employment Agreement:

- Clearly states what actions are Professional Misconduct / Serious Misconduct
- Employment Agreements contain 'Process in case of Personal Grievance' & links to advisors to help employees
- Training backs this up at induction & ongoing

Understand Correct Process to follow where Misconduct suspected:

- Have documentation: 'Verbal Warning', 'Written warning', 'Final written warning', 'Suspension Notice', 'Notice of Disciplinary Meeting', 'Dismissal Letter' & 'Personal Grievance Notification'. [Available from EMA & HH.NET].
- If employee is removed pending investigation this is on full pay. Ensure a robust & fair investigation.

Use of Mediators:

- Always suggest support person for those under investigation [in writing]
- Use person with HR ability to assist as needed. Nominated person is: EMA representative.

Acting in Timely Fashion:

- Investigating incidents as they occur rather than all at one time at a later date
- Resolving issues as they occur rather than letting them build

Staff Meetings a Forum for Suggestion:

- By listening to employee suggestion or complaint [as an agenda item]
- Payroll out on time / robust tracking of leave taken & hours worked.
- Understanding Holidays Act & paying accordingly [with good explanation]

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Risk Natural Disaster

Impact on Service

- Nuisance
- Not good
- Really bad

→ **Catastrophic**

Responsible planning

Likelihood

- Unlikely
- **Possible**
- Likely
- Almost certain

Forward Planning Actions

1. Civil Defence Box
 - Radio transistor & spare batteries
 - Torch that does not need batteries
 - Monthly check batteries
 - Hand wound cell phone charger [does not need power]
 - Sufficient water supplies for cleansing 2 spare tanks under the building]
 - Adequate water to drink
 - Matches & lighters / super lighters
2. Warm blankets or sleeping bags.
4. Training for all staff – Civil Defence & Disaster Planning [Module Two Training Folder].
5. Disaster First Aid Box [more than sticking plaster] checked monthly.
6. Good Fire Fighting equipment – regularly checked
7. Sufficient food onsite for predicted needs in event of disaster
8. Gas for cooking in loss of power situation
9. Evacuation Plan
10. Good supplies of essential medications [e.g. insulin]

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Risk Serious Infection / Outbreak

Impact on Service

- Nuisance
- Not good
- **Really bad**
- Catastrophic

Robust IC Program

Likelihood

- Unlikely
- **Possible**
- Likely
- Almost certain

Preventative & Forward Planning Actions

- All staff trained in Standard & Contact Precautions at Induction
- Ongoing staff education
- Infection Control Team backed up by sufficiently well trained person
- Regular Quality Reviews of Infection Control Program
- Expanded policy to meet new multi-resistant organisms [01.08.08]
- Careful screening before taking resident from Hospital [risk time for entry of infection].
- Cluster infections inspire emergency IC Meeting
- Support from Diagnostic MedLab
- Avion Flu & Swine Flu Outbreak Planning
- Good support for residents needing help with personal hygiene from staff
- Constant attention to environmental cleaning

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FIRE RISK

Impact on Service

- Nuisance
- Not good
- **Really bad**
- Catastrophic

Safe Environment

Likelihood

- **Unlikely**
- Possible
- Likely
- Almost certain

Preventative Actions

- Robust Fire Evacuation Scheme
- Fire Wardens are: senior person on duty
- Fire warden training all employees at induction and 6 monthly
- 6 monthly trial evacuations documented well
- Regular Fire Equipment Checks by Fire Security Services
 - Fire extinguishers in strategic places
 - Mains wired fire alarms
 - Clear evacuation Maps
- Hazard ID includes looking for faulty wiring
- Designated smoking is outside

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Impact on Service

- Nuisance
- **Not good**
- Really bad
- Catastrophic

Risk of Personal Grievance

Good Employer

Likelihood

- Unlikely
- **Possible**
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Review Log

Date of Review	Reviewed by	Comment

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