



## News Release

For immediate release

December 14, 2017

MEDIA CONTACT:

Philip De Souza

HIROC Communications

416.730.3016 [pdesouza@hiroc.com](mailto:pdesouza@hiroc.com)

### **Learning from failures: Risk Assessment Checklists (RAC) program inspires healthcare organizations to improve performance**

**(Toronto) December 14, 2017** – Since its launch in 2012, HIROC’s Risk Assessment Checklists (RAC) program has helped over 240 healthcare organizations assess and report on compliance with key mitigation strategies to manage the top risks leading to malpractice claims.

This month HIROC released [\*Risk Assessment Checklists: Summary results of the first complete three-year cycle\*](#) – a report compiling the data from the 67 acute care organizations that have completed the cycle.

The report shows that these organizations have increased their overall compliance with mitigation strategies by over 8 per cent. “It’s particularly gratifying that the ones who showed the most improvement are small community hospitals,” said Sara Chow, Senior Healthcare Risk Management Specialist at HIROC.

The RAC program was developed to scale and spread the extensive learnings from HIROC’s claims database to the healthcare system. The aim is to improve safety by enabling subscribers to assess their current practices against recommended harm and loss mitigation strategies. To-date, 75 per cent of HIROC’s acute subscribers are taking part in RAC.

“The organizations who participate in RAC are extremely committed to using the tool to help them identify and manage key risks and improve safety in their organizations,” says Chow.

HIROC’s analysis of the data finds that the participating hospitals have shown the highest compliance with surgical risks – wrong patient/site/procedure, retained foreign bodies and inadequate sterility had compliance scores of 97 or 98 per cent. The most improved risk was Failure to Identify/Monitor Hyperbilirubinemia (organizations without obstetrical services), which showed a 30 per cent increase over the three years.

.../2

HIROC

*“...Risk Assessment Checklists (RAC) program”*

The report also profiles the RAC experience of two HIROC subscribers – St. Joseph’s Health Centre Toronto (now part of a new health network including Providence Healthcare, St. Joseph’s Health Centre and St. Michael’s Hospital) and Ontario Shores Centre for Mental Health Sciences. To organizations considering taking part in RAC, both subscribers offered words of wisdom.

“Establish an executive sponsor and secure senior management support and endorsement,” said Dan Altenberg, Manager of Quality, Risk and Patient Safety at St Joseph’s.

According to Laurel Cyr, Director of Enterprise Risk Management at Ontario Shores, teamwork also plays a role, “Develop interprofessional teams of experts to examine the current state, identify gaps and opportunities and prioritize areas of focus.”

“HIROC is invigorated by the results from the first three-year cycle of RAC. The data presented in the report is going to help us and our subscribers identify future areas of focus and intervention,” says Chow.

[Risk Assessment Checklists: Summary results of the first complete three-year cycle](#) is available now on HIROC.com under Risk Management, Risk Assessment Checklists.

For more information on RAC and how organizations can take part, contact: [riskmanagement@hiroc.com](mailto:riskmanagement@hiroc.com).

– 30 –

### **About the Healthcare Insurance Reciprocal of Canada – HIROC**

In 1987, 53 Ontario hospitals and healthcare organizations made the historic move to a self-administered liability insurance plan. The Hospital Insurance Reciprocal of Ontario (HIRO), commenced business on July 1 of that year. Today, HIROC is a national organization and Canada’s largest non-profit healthcare liability insurer, completely owned by its subscribers.

HIROC is guided by its vision of partnering to create the safest healthcare system. They do this by providing cost-effective and innovative insurance and risk management solutions that help its subscribers make better decisions. As a non-profit reciprocal, surplus funds are returned to its subscribers for reinvestment in the healthcare system. For more information go to: <https://www.hiroc.com>.