



Healthcare Insurance  
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HEALTHCARE RISK MANAGEMENT

# WORKING WITH YOU





# RISK REGISTER: HIROC'S INTEGRATED RISK MANAGEMENT SOLUTION

The Risk Register application has the capability to record and manage crucial information relevant to healthcare organizations including risk details, accountability, controls (mitigation strategies), gaps, risk rating and risk status. The application also offers powerful reporting and dashboard modules that can be tailored to meet each Risk Register user's needs.

## Route to Creating the Risk Register

1	Listened to <b>subscriber feedback</b> asking for help in effectively and efficiently tracking & managing key organizational risks	
2	Created an energetic <b>Integrated Risk Management Steering Committee</b> comprised of subscribers across Canada	
3	Developed an <b>IRM guide</b> after literature review of published work on IRM	
4	Created the <b>Taxonomy of Healthcare Organizational Risks</b> by grouping common risks into categories based on strategic objectives	
5	Rolled out the <b>Risk Register</b> application by partnering with software company Datix	

“ I have trained about 80% of our users on the Risk Register and the responses have continually been about how easy and intuitive it is to use. Another great asset is the ability through Actions, Documents and Progress Notes features to keep the information in a central location. ”

– **Colleen Petersen**, Risk and Insurance Program  
Peterborough Regional Health Centre (ON)



# EDUCATION AND RESOURCES

**Professional Development** – Monthly webinars, annual Risk Management Conference and customized on-site presentations.

**Risk Notes** – Concise documents providing need-to-know risk management information about the healthcare environment.

**Risk Watch** – Monthly round-up of peer-reviewed articles, best practices and related literature.

**Risk Resource Guides** – Comprehensive guides on subjects such as critical incidents, integrated risk management, documentation and contracts.

**Case Study Library** – Detailed case studies on topics extracted from HIROC's extensive claims database.





## CONSULTATION AND REPORTS



**Consultation and Advice** – Timely responses to risk management and patient safety queries.



**Data and Reports** – Risk Management Claims Analysis Reports (RMCAR) for auditing, analyzing and managing losses including peer comparisons to further facilitate identification of potential areas for improvement.



**Property Risk Management** – Subscribers receive risk reports listing cost-effective solutions to protect healthcare operations from water, fire, natural hazards and other types of property risk.

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“ HIROC has a wealth of information and resources available on a broad range of topics to support risk management. Staff are also readily available for consultation and to provide additional resources upon request. ”

– **Donna Hicks**, Regional Director Quality and Risk Management  
Western Health (NL)



# KNOWLEDGE TRANSLATION STRATEGY



## Risk Ranking

HIROC has developed a list of the top risks in acute care, non-acute care and midwifery based on total claims costs. Examples of top risks include failure to monitor fetal status, patient falls, employee fraud and water damage.

## Risk Reference Sheets

For each of the top risks, a Risk Reference Sheet was developed including a description of the risk, HIROC claims data findings, case examples, and impactful and actionable mitigation strategies. These formed the foundation for the Risk Assessment Checklists program.

## Risk Assessment Checklists

Key mitigation strategies were extracted from the Risk Reference Sheets to develop this web-based risk management self-assessment program. This tool allows for systematic assessment of compliance to strategies and the development of overall scores for each risk which can be tracked over time.

“ Completing the Risk Assessment Checklists was an excellent opportunity to connect with various teams promoting conversation and learnings about risk management within our health care delivery. ”

– **Heather VanTeeling**, Manager – Risk and Accreditation  
Prairie Mountain Health (MB)



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HIROC is Canada's leading provider of healthcare liability insurance. As a not-for-profit, we partner with our subscribers to provide innovative insurance and risk management solutions that help them reduce risk, prevent losses and improve patient safety.

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