FREQUENTLY ASKED QUESTIONS

Risk Assessment Checklist (RAC)

1 **Q** **I entered my password incorrectly and am now locked out of the system. How do I reset my password?**

A To reset your password, please contact the HIROC Risk Applications e-mail at riskapplications@hiroc.com.

2 **Q** **I have forgotten my password. How do I reset it?**

A To reset your password, please click on the "Forgotten Password" at the log in page.

3 **Q** **How can I add additional users/participants to the system?**

A To add additional users/participants, please contact a HIROC Healthcare Risk Management Coordinator at riskapplications@hiroc.com.

4 **Q** **What is the difference between the Risk Assessment Checklists and the Risk Register applications and do they link to each other?**

A There are several notable differences between the Risk Assessment Checklists program and the Risk Register. Structured as a three-year cyclical process, the Risk Assessment Checklists program is an online self-assessment tool that enables participating organizations to systematically assess compliance with evidence-based, actionable mitigation strategies for the top risks resulting in medical malpractice claims. It is intended as a high-level diagnostic which will help your organization identify potential gaps and areas of improvement. The Risk Assessment Checklists program also confers a 5% risk management discount to all participating organizations.

Conversely, the Risk Register was developed to provide an online application for healthcare organizations to systematically assess, track and report on a broad range of key organizational risks (including Patient care, Human Resources, Finance, etc.). Results from the Risk Assessment Checklist program will help an organization identify a few key patient care risks that need to be followed in the Risk Register program. For more information, please refer to the IRM Risk Register Program Overview document.

The Risk Assessment Checklists program and the Risk Register are offered at no cost to subscribers. While they share the same online platform, the two applications are not currently configured to interact. The Risk Assessment Checklists program and the Risk Register are complementary in nature, but are considered to be technically separate entities.

5 **Q** **How do I qualify for the 5% risk management premium discount?**

A The risk management premium discount is conferred to all organizations following the completion of their Year 1 submission. In subsequent years, the conferral of the discount will be dependent upon organizations' continued participation in the program.

For more detailed information regarding the Risk Assessment Checklists, please contact us at **riskapplications@hiroc.com.**

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Q How does HIROC use this information and does it affect my organization's premium?

A Participation in the Risk Assessment Checklists program will secure your organization a 5% risk management premium discount. The discount is renewed each year the organization's submits a status report. The information (including Average Implementation Scores) that is submitted through the Risk Assessment Checklists program process is not used in calculating the participating organization's annual premiums.

Aggregated data across participating organizations is analyzed by HIROC to identify trends and low and high-scoring risks and mitigation strategies. Findings are used by HIROC to prioritize communications and education.

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Q When do I use the 'Not Applicable' option in the Mitigation Strategy Implementation dropdown?

A The "Not Applicable" option has been implemented in response to participant feedback and provides users with an additional option to address specific mitigation strategies that may not be applicable to the unique context of their organization. For example, several mitigation strategies associated with the property-related risk modules (ex. Water Damage, Fire Damage and Visitor Falls) may not be applicable to organizations that are currently leasing premises.

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Q How many modules do I have to submit?

A The number of modules that you will need to submit is dependent upon the unique context of your organization. These modules will be determined by you at the beginning of each cycle.

In addition to the submission of your designated risk modules, you are also required to identify your top three areas of focus.

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Q How do I submit my top three areas of focus?

A Instructions detailing the process of submitting your top three areas of focus can be found within the "Risk Assessment Checklists Coordinator Guide" (see pg 25).

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Q How do I update my modules?

A The Risk Assessment Checklists modules are updated on a yearly basis through the Risk Assessment Checklists online application.

For more in-depth instructions, please refer to the "Risk Assessment Checklists Coordinator Guide".

For more detailed information regarding the Risk Assessment Checklists, please contact us at riskapplications@hiroc.com.

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Q Is the Risk Assessment Checklist applicable to organizations outside the acute care setting?

A In 2014, HIROC released a revised set of modules that have been tailored to meet the needs of organizations that provide care/services outside of the acute care hospital setting. These modules contain content applicable to the care/service/mandate that is provided within and through:

- Chronic Care, Complex Continuing Care and Rehabilitation Facilities/Hospitals
- Community Care Access Centres
- Community Health Centres
- Family Health Teams
- Home Care Providers and Agencies
- Hospices and Palliative Care Providers
- Medical and Health Regulated Colleges/Authorities
- Mental Health Facilities/Hospitals
- Midwifery
- Nursing Homes, Personal Care Homes and Long-Term Care Facilities

To learn more about how the Risk Assessment Checklists program can be tailored to the needs of the unique practices and context of your organization, please contact us at riskapplications@hiroc.com.

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Q What does the HIROC review process entail?

A Once submitted, a HIROC Healthcare Risk Management staff member is assigned to review an organization's submission. The HIROC Risk Management staff member assigned to your submission will then contact you to arrange a teleconference. During the call, the results of your submission will be discussed and any questions that you might have regarding your input/responses will be answered. This call will also solicit feedback that you might have regarding the Risk Assessment Checklists program.