



Citation Category #3

The winner of **Category #3: Excellence in Risk Management Services** is the **Little Company of Mary Health Care for its National Integrated Risk Management Initiative**.

The Little Company of Mary Health Care is a Catholic organisation providing a range of clinical services in the public and private sectors. These services include acute, sub-acute and aged care in both metropolitan and rural settings across 5 states. The aim of the Integrated Risk Management Strategy is to give consumers and stakeholders confidence in the health services.

To do this, the Initiative developed a standardised approach to integrated risk management across all of its Services with the aim of reducing harm. A rated score was assessed for each individual Service providing a baseline for ongoing monitoring and measurement of risk management performance.

The 2001-04 Strategic Plan demonstrated the Board's commitment to reducing clinical adverse events and this remains a priority with the revised 2002-05 Strategic Plan. This put identification and management of risks firmly on both the clinical and corporate agenda.

The approach was consultative and educative. Results have shown a significant increase in understanding about risk management principles and application of risk management tools, policy and protocols including adverse event reporting. Altogether, over 250 LCMHC representatives have trained in risk management and an education program has been developed for all visiting and house medical staff. As well, a resource kit for executive and department managers has been developed to support the continuing risk management education for all staff.

Consumer involvement is also encouraged and a set of performance indicators has been developed to enable the LCMHC to monitor and review consumer input and ensure continuing consumer involvement and feedback at all levels. A consumer participation guide has been developed to assist each Service to maintain a focus on this important aspect of the strategy.

With regard to cost benefits, the LCMHC has achieved a 15% reduction in the Standard Medical Indemnity rate for the 2003-04 period resulting in a total saving of \$150,000.

Monitoring processes to be put in place as part of the strategy include monthly reporting of extreme risks and 6-monthly reporting of specific acute care indicators. In addition, the National Risk Management team will meet monthly and reviews will be held into the implementation plan and the annual accreditation and certification outcomes. Ongoing audit, analysis and evaluation are also integral to the Initiative.

The LCMHC has embraced a continued commitment to achieving best practice. The approach is challenging and ground-breaking. The Initiative provides an innovative example for other healthcare agencies to follow. It is truly deserving of a national award.