

Risk Management

- a new religion for the modern doctor?



Dr Pam Montgomery

Director, Fellowship and Standards

What does RACS offer?

- CPD recertification program
- Guidelines for surgeons & hospitals
- Workshops and courses



CPD Program

- Annual surgical audit
- Triennial requirements in
 - Clinical governance
 - Maintenance of knowledge/skills
 - Teaching & examination
 - Research & publication
- Random verification 2.5%



Guidelines

- Code of conduct (including medical industry)
- New surgical procedures
- Credentialing and scope of practice
- Safe working hours
- ANZ (WHO) surgical safety checklist
- Managing audit outliers
- etc including Jewellery in the OR



Workshops and courses

Risk management education 2002 - 2005

- Increased premiums & threat of litigation
- RACS & UMP
 - Informed consent
 - Adverse outcomes
 - Practice management systems
- Workshops then 'master classes'
- Approx 1000 Fellows



Workshops and courses: Communicator and collaborator

- Difficult clinical interactions
- Inter-cultural interactions
- Communication for cancer clinicians
- From the flight deck (team performance)
- Polishing presentation skills
- Making meetings more effective



Workshops and courses: Manager and leader

- Diploma/Masters Business Administration
- Leadership in a climate of change
- Providing strategic direction
- Sustaining your business
- Preparation for practice
- Practice management



Workshops and courses: Professional and health advocate

- Informed consent
- Adverse outcomes
- Legal report writing
- Beating burnout
- Building towards retirement
- Bridging the divide (RACS/RACMA)



Workshops and courses: Scholar and teacher

- Surgeons as educators
- Surgical teachers
- Supervisors and trainers
- Selection interviewing



How effective is it?

CPD Program

- Robust & evidence based
- 94% compliance
- But what does it mean?

- Competence and performance framework
 - MIIAA – funding from insurers

 - Patterns of behaviour
 - Measurable behavioural markers



Competence and performance



How effective?

Workshops and courses

- 2001 2 events 36 participants
- 2008 58 events 1028 participants
 - Fellows, trainees, IMGs, other

- Course evaluation
 - Response/reaction
 - Learning/likely practice change
 - Transfer/performance



How effective?

Risk management – 3 month follow up

- Improved relationships with patients
 - Changes to consent process
 - Involving patients in decision making
 - Allowing patients time to tell their story
 - ‘Compulsory’ post-operative consultation
- Improved practice systems
 - More effective patient tracking
 - Better documentation
- Role of staff in risk minimisation
 - Better telephone communication
 - Improved reception skills



Where to next?

- Performance assessment tools
- CPD & practice review

- National registration & accreditation
 - Registration and CPD
- Other medical colleges
 - Competence and performance
 - Courses and workshops

