



VICTORIAN MANAGED INSURANCE
AUTHORITY

Taking care of risks

RISKmanagement

A collage of three images: a blurred office scene with people, a modern building with a complex geometric facade, and a person in blue scrubs walking away in a hospital hallway.

Clinical Risk Management

Liz Cox

Manager, Clinical Risk



Overview

About VMIA

Clinical Risk Management

VMIA Clinical Risk Management Strategy





The VMIA value proposition

“Protecting the state through risk management and insurance services.”

As such, the Victorian Managed Insurance Authority is a leader in the provision of tools for strategic enterprise wide risk, operational risk and insurance, to government and its agencies.



History of VMIA

1996

Established under the VMIA Act 1996 – captive insurer

2003

VAGO risk management report

2005

The government identified VMIA as State's risk adviser
extra resources allocated

2009

Risk and insurance services including clinical risk
\$90b+ in assets insured – over 4,000 clients





What is risk management?



Risk defined as:

“The impact of uncertainty on objectives”
- ISO 31000



Clinical Risk Management

What is Clinical Risk Management?

Clinical risk management focuses on improving the quality and safety of health care services by identifying the circumstances and opportunities that put patients at risk of harm and acting to prevent or control those risks

(Safety and Quality Council, 2005)

What is not Clinical Risk Management?

Occupational Health and Safety

Human Resources Risks

Business Risks

Strategic, Financial, Legislative

Clinical Risks

Incidents, complaints, return to OT, infection rates, complication rates

Project Risks

e.g. New Building, Short term funded project

Specialist Areas

OHS risks, Environmental risks and hazards

How Do Clinical Risks Arise?

Client/patient**
Primary illness
Secondary illness
Risk Factors
Atypical response
to treatment
Ongoing management

Professional
Proficiency
Fatigue
Motivation
Culture
(Invulnerability)


Organisational
Organisational Culture
Scheduling & Staffing
Experience levels
Work Load
Error policy
Equipment issues

System - level
National culture
Health-care policy
and regulation
Payment modalities
Health coverage



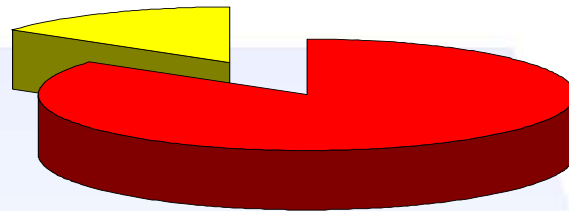
Expected Events and Risks
Unexpected Events and Risks

**** Well known and expected**



Relationship between human factors and system factors

Deming's 85:15 Rule



*At least 85% of problems are in the system;
less than 15% are under an employee's direct control*



Clinical Risk Strategy

- Developed in 2008
- Purpose to reduce patient harm and medical indemnity costs
- Five objectives:
 - Partnerships e.g. Dept of Health
 - Risk Framework Quality Review
 - Enhance CRM practices: ISBAR, simulation, culture
 - Incident reporting
 - Improved MI reporting and claims support



Thank you

www.vmia.vic.gov.au

