

“Risk and Rights Forum 2005”



A systems approach to risk management
using adverse events information

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Setting the scene



- A systems approach vs. a person approach
- Disability Services approach to identifying risks to client outcomes using adverse events data
- A data analysis method to identify the systemic areas of risk
- A systems approach to risk management in the delivery of services and supports

The journey commences



- November 2001 - Findings reported by Auditor General
- June 2002 - Quality Risk Management Unit established

Disability Services Adverse Events Framework



- Provides a model for ensuring an effective response to individual adverse events
- Uses adverse events data for integrated systemic analysis to identify risks and inform quality improvement

Key Features



- Develop a reporting culture
- Centralise all adverse events information into one area
- Analyse and profile aggregated data to identify recurring patterns
- Focus less on individuals and more on organisational factors
- Collect specific data – 4Ws + 1 to start

Key Features cont'd



- Identify preceding factors through reporting or root cause analysis
- Organisational analyses lead to risk management strategies
- Use retrospective data to determine a prospective solution approach

The journey continues



Questions?