

# CLINICAL RISK MANAGEMENT (CRM)

Integrating Risk, Safety & Improvement



## ABOUT THE WORKSHOP

The sustainability of an organisation is dependent on its ability to respond to uncertainty in a timely manner. With the current healthcare challenges of a rapidly aging population, increased burden of chronic diseases and limited healthcare resources, NHG is on a transformational journey to provide patient care in a safe and sustainable manner. These pivotal changes have created a greater impetus for effective risk management.

An effective and holistic risk management process will improve proactive identification and management of risks, provide assurance that NHG's objectives are achieved within an acceptable degree of residual risks, as well as improve management decisions for resource allocation, crisis preparedness, audit planning and assurance processes.

Building on the principles embodied in the current NHG Enterprise Risk Management (ERM) framework and processes, the workshop seeks to provide clinical staff and risk leads with a broader perspective of risk management process across the 10 risk domains. By doing so, participants will appreciate how an effective risk management process fits into NHG's safety, improvement and innovation framework, enabling them to manage risks effectively in the clinical settings.

Participants will be able to adopt an integrated approach to risk management within their clinical services and establish an effective communication and operational linkages in their work for quality assurance, patient safety and quality improvement.



# LEARNING OBJECTIVES

At the end of the programme, participants will be able to:

- Understand and adopt a proactive and integrated risk management approach in identifying or detecting risk and patient safety issues.
- Connect and manage risks and opportunities across the 10 risk domains using a multi-level approach.
- Identify the various stakeholders involved in an integrated risk management process and plan effective risk communication strategies across the organisation.

## Target Audience

Staff who are leading clinical risks including:

- Heads of departments / Deputy Heads of departments (including business unit owners)
- Directors and managers
- Clinical risk leads
- Clinical quality leads

## Pre-requisites

There are no pre-requisites for this course.

## Course Duration

0.5 day

Scan the QR code for more information

