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Enterprise Risk Management for New Service Centre – From Concept to Practice



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INTRODUCTION

Enterprise Risk Management (ERM) is essential in a healthcare setting as it helps the institution to integrate risk management and patient safety across all functions.

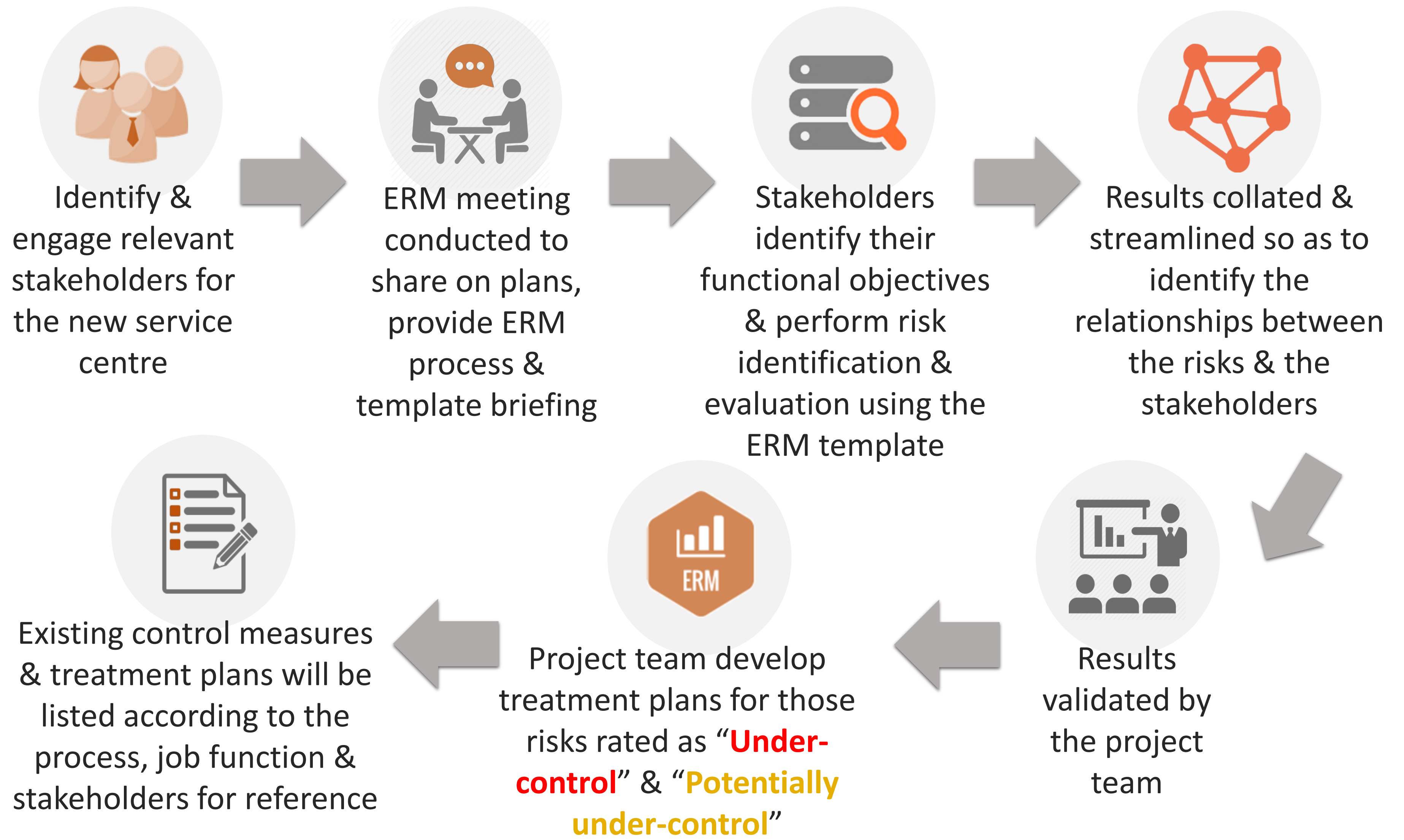
A proactive, multi-party, and cross functional approach is engaged in identifying, mitigating and negating risks enterprise risk.

Aim

Our aim is to use ERM process to proactively identify and develop strategies for the implementation of new service centre.

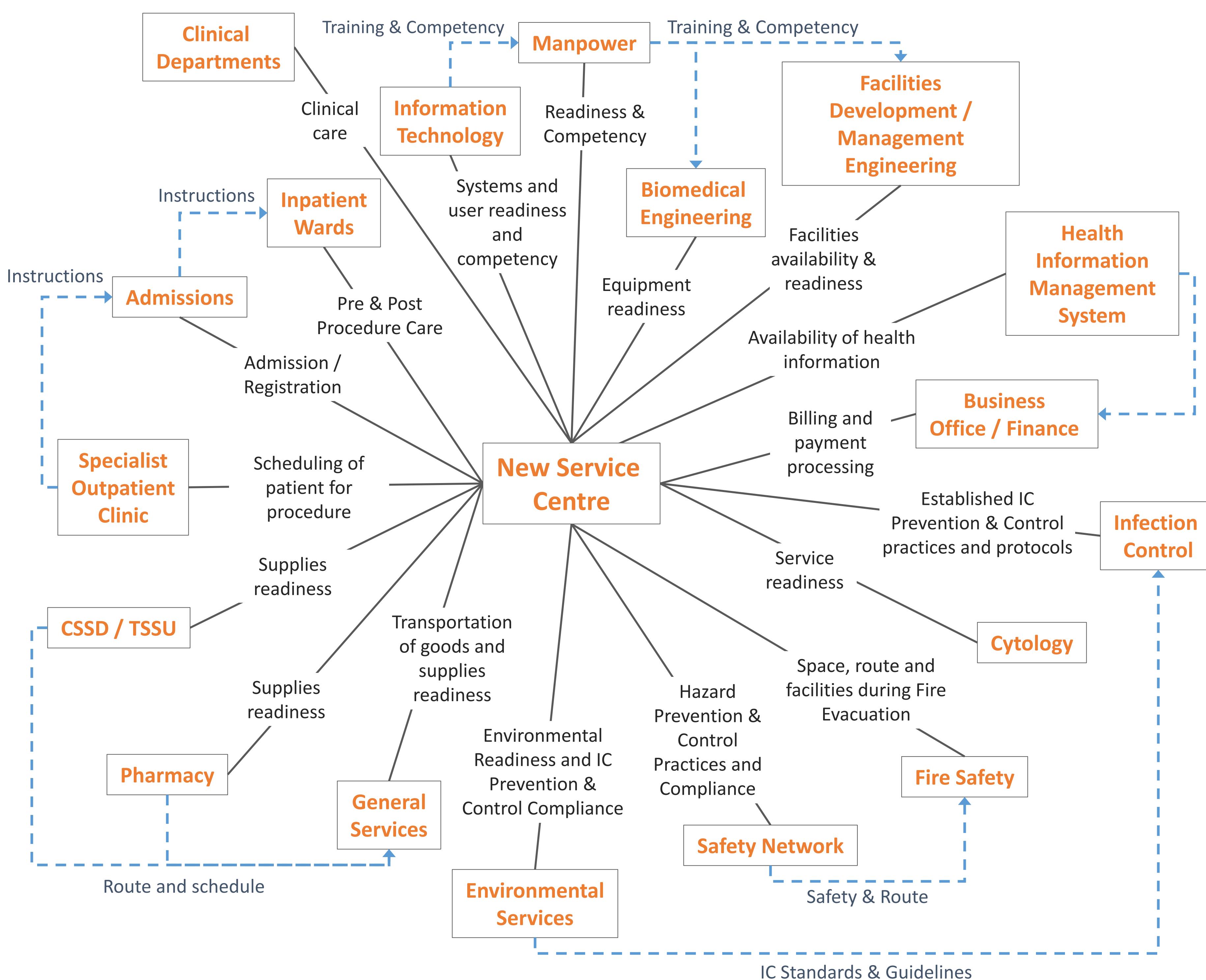
- ✓ The benefits of an interrelationship process map of the stakeholders and its functional responsibilities
- ✓ To develop a standardised approach to developing risk treatment plans
- ✓ To develop a standardised control measure checklist that can be used for the implementation of any new service centre

METHODOLOGY



RESULTS

Interrelationship Process Map



102 Risk inventory listing identified from 14 stakeholder meetings

70 Existing control measures were in place to manage risks

14 Risk Treatment plans developed to mitigate identified risks

0 Target ZERO risk with control measures in place

WHAT'S NEXT

The outcome (checklist of control measures) will also be tested out to assess the ERM methodology and effectiveness. Ultimately, the team aims to establish a standardised checklist for baseline risk as Cluster reference.

CONCLUSION

Early involvement of stakeholders in a risk review would allow members to pre-empt potential challenges, plan control measures and build them into project implementation. Having a clear understanding of project details is important as it provides the basis for management of uncertainties in a project. Multi-disciplinary involvement in the risk review is crucial to ensure that control measures are in place prior to implementation.

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