



THE UNIVERSITY OF
MELBOURNE

Clinical Education Strategy and Risk

Implementing a positive risk management
culture

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Faculty of Medicine, Dentistry and Health Sciences





Acknowledgement of Country



I acknowledge the Traditional Owners of all the lands we are on today as well as where all the University of Melbourne Campuses are situated and pay my respects to their Elders, past, present and emerging

Our Campuses:

Parkville - Wurundjeri Woiwurrung

Southbank - Wurundjeri Woiwurrung

Shepparton - Yorta Yorta

Creswick - Dja Dja Wurrung





Introduction

Today I am going to take you through our journey on embedding a positive risk management culture in our Faculty of Medicine, Dentistry and Health Sciences (MDHS).

Our faculty accommodates thousands of placements a year and is only growing in size.

Risk is something we encounter regularly and relevant to every decision we make in clinical education.





Clinical Education Strategy and Risk



In response to our need for a positive risk management culture, a committee was established to make informed decisions which will improve our clinical placements



CESAR = Clinical Education Strategy and Risk



The CESAR Committee has ten members from multiple disciplines and two student representatives



A voice for the faculty to make changes which improve the quality of the educational experiences



A team to provide support and ensure governance

Where did we start...

- Scope and Objectives
- Project Plan – Assign accountabilities
- Research - What is needed? What already exists?
- Meet your stakeholders - Understand their needs
- Define responsibilities
- Create a framework and process that suits your needs



What is risk and risk management?

- ❖ Risk - The effect of uncertainty on objectives
- ❖ Incident - An event/situation that has already occurred. Incidents generally have a risk impact
- ❖ International Organisation for Standardisation (ISO) 31000: 2018
- ❖ Risk Register – A document that records identified risk, causes, consequences, mitigations and controls
- ❖ Strategies for mitigations and controls play a large part in managing risk – preventative measures secure our processes and increase our performance

Consequences >	Insignificant	Minor	Moderate	Major	Severe
Likelihood v					
Very Likely	Medium	High	High	Very High	Very High
Likely	Medium	Medium	High	Very High	Very High
Possible	Low	Medium	Medium	High	Very High
Unlikely	Low	Low	Medium	High	High
Very Unlikely	Low	Low	Low	Medium	High



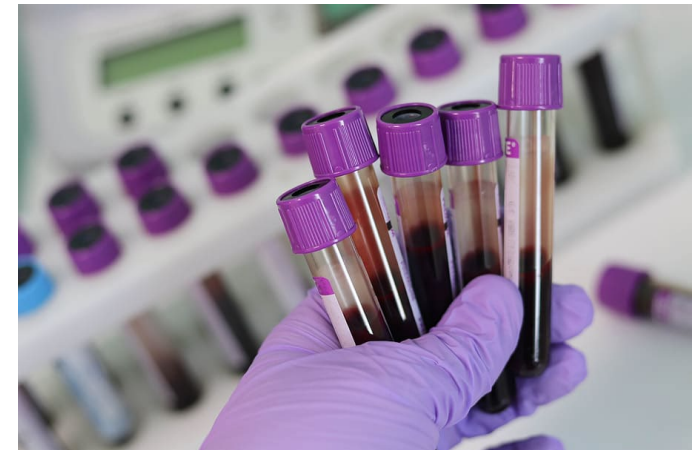
Clinical Placements are Risky Business!

There is risk everywhere – it is not just physical safety...

- Placement Security
- Student Experience
- Student Compliance
- Reputation

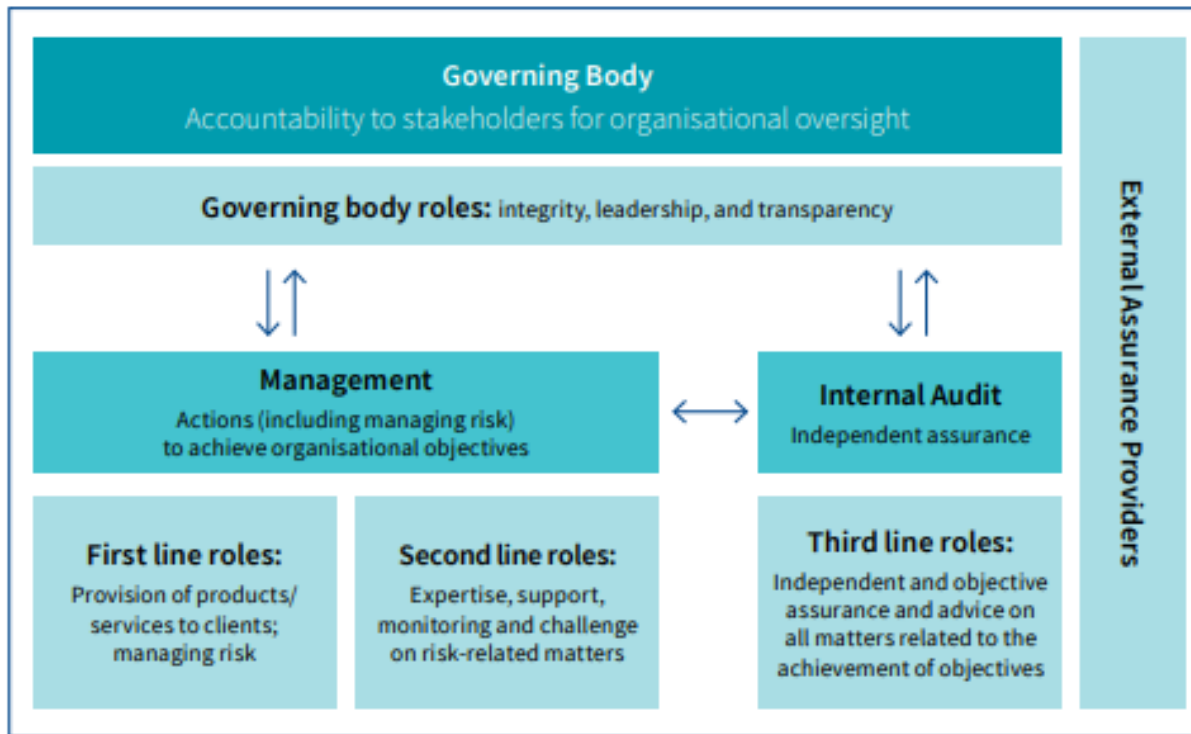
We categorise our risks by

- Core Business
- Reputation
- Physical Safety
- Mental Health & Wellbeing
- Legal & Regulatory



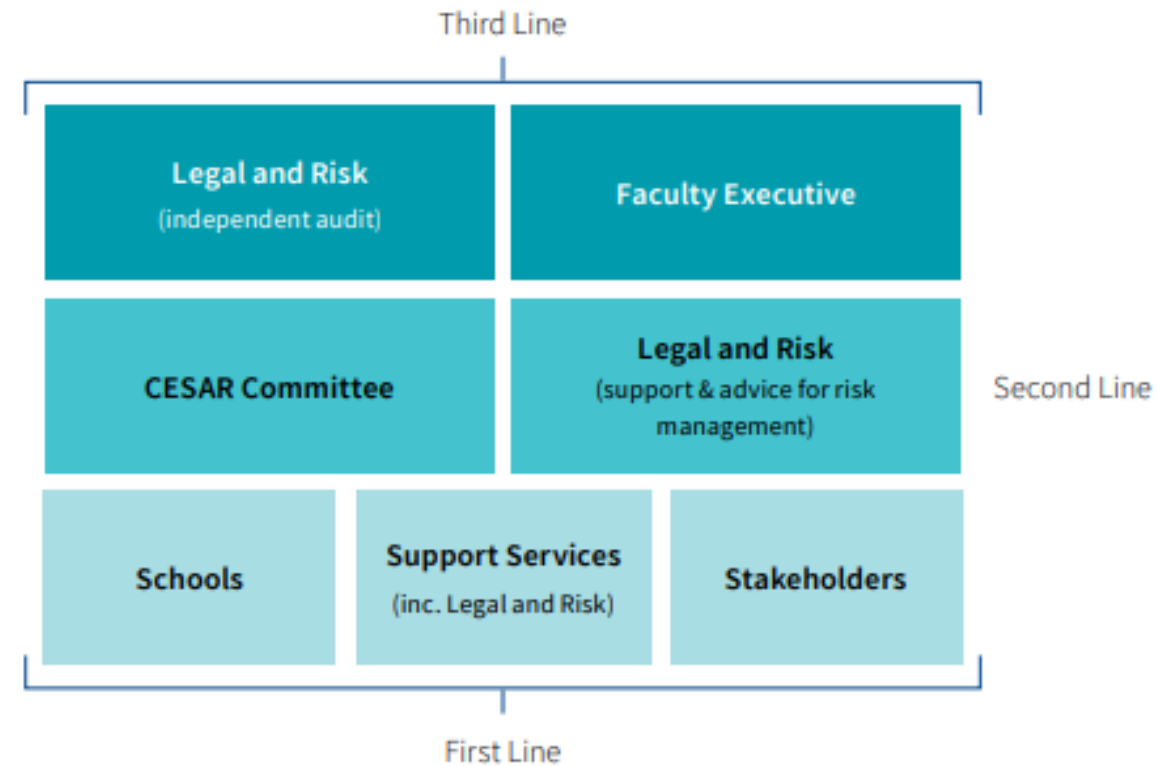
Defining Responsibilities

Institute of International Auditors (IIA's) Three Line Model



Key: ↑ Accountability, reporting ↓ Delegation, direction, resources, oversight ↔ Alignment, communication, coordination, collaboration

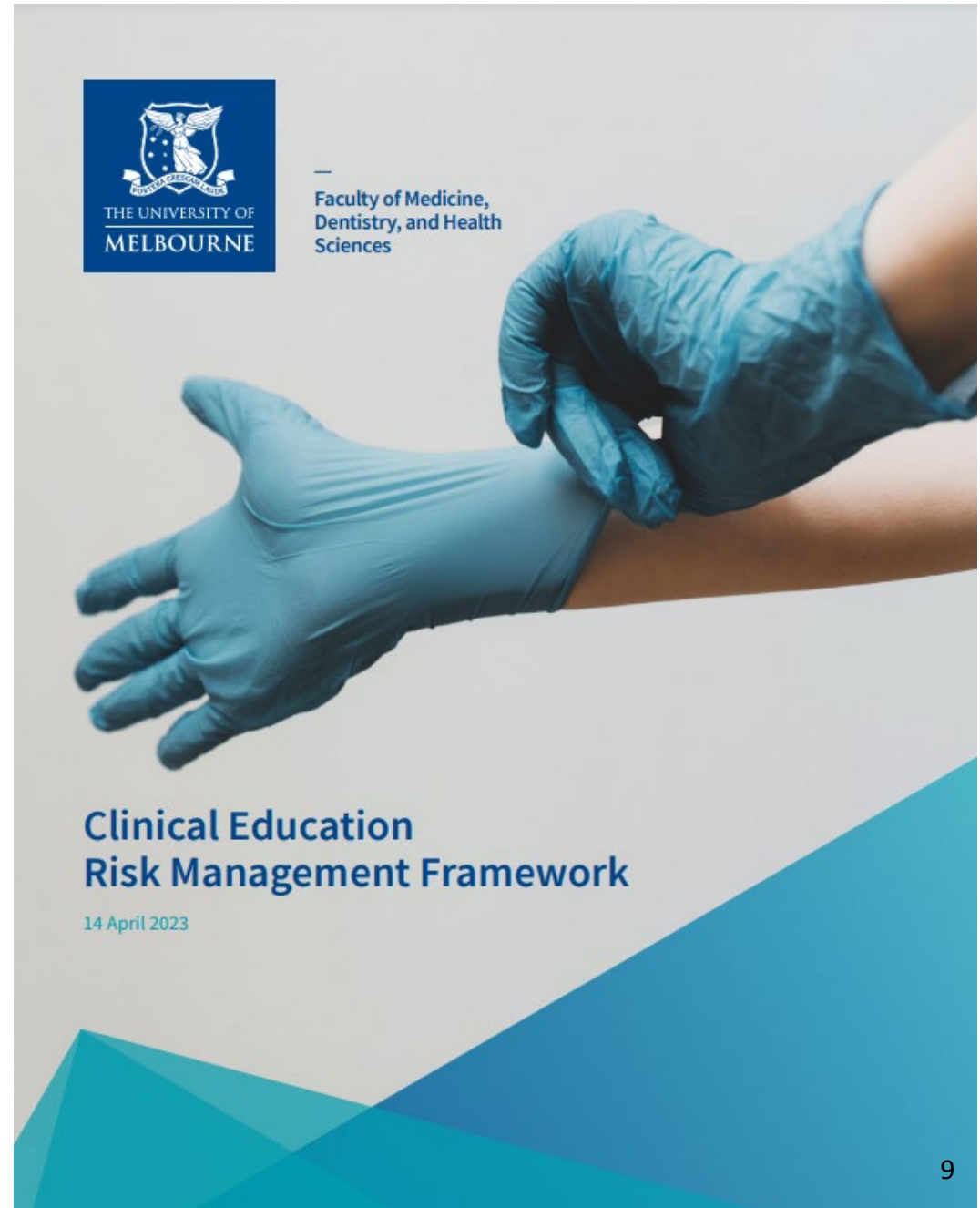
MDHS Structure of Reporting Responsibilities





The Clinical Education Risk Management Framework

- Created by academic and professional staff
- Applies to staff, students, and providers (noting that our agreements include reporting responsibilities for student related incidents)
- Began in October of 2022 and published in April of 2023
- Links existing UoM policies
- Outlines reporting responsibilities (RACI)
- How to rate a risk
- What happens with a reported risk





Clinical Education Risk and Incident Reporting

- ✓ Reporting an incident requires more detail than a risk
- ✓ By analysing an incident, we can identify where our controls failed, or where there are insufficient controls in place
- ✓ A process and principles were designed to complement the online reporting form
- ✓ Online reporting form (Qualtrics) has privacy notices for information collection and is easily accessible and really easy to use!
- ✓ Description matrix to understand the severity of an incident
- ✓ Live responses with a team triaging reports as they are received
- ✓ Working group to strategise future controls and improvements in addition to identifying any gaps that were missed while handling the event

A screenshot of a web form titled "MDHS Clinical Education Risk and Incident Reporting Form". The form asks "What are you reporting?" and has two radio button options: "Risk" and "Incident". Below the options, there is a link for "CESAR Reporting Form - Privacy Statement". At the bottom right, there is a blue button with a white right-pointing arrow.

MDHS Clinical Education Risk and Incident Reporting Form

What are you reporting?

Risk

Incident

Attached is a Privacy Statement confirming how this information will be used and secured.

[CESAR Reporting Form - Privacy Statement](#)

→

Implementation

Internal stakeholder communication and engagement was imperative to the implementation of the Framework

- Senior leadership endorsing the Clinical Education Risk Management Framework
- 14 workshops delivered to 104 key internal stakeholders which included:
 - Defining risk and incidents
 - The importance of escalation
 - Risk assessments and risk matrix
 - Rating the severity of an incident
 - How to report
 - Case studies
- Video explaining the importance of reporting risk and incidents
- Developed and launched a website
- Communications through staff newsletters
- Team meetings and ongoing support



CESAR Website

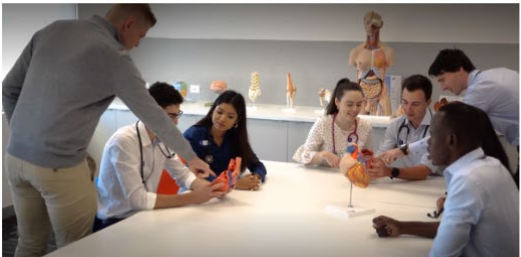


How to Report Risks & Incidents

Incidents refer to events that have already occurred and have had an impact, while a **risk** is a potential event or situation that may occur in the future. Incident and risk reporting share equal importance in creating awareness and identifying solutions.

It is everyone's responsibility to report clinical education risks and incidents. Reports can be made using the [MDHS Clinical Education Risk and Incident Reporting Form](#).

[How to report a Risk or Incident >](#)



Supporting Students in Clinical Placements

Supporting students in clinical placements involves providing a structured and positive learning environment that encourages growth, development, and learning.

[Read more >](#)

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Faculty of Medicine, Dentistry and Health Sciences

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Clinical Education Risk & Governance

We all have a responsibility to report risks and incidents.

[Report a Clinical Risk or Incident >](#)

Resources

Discover a comprehensive suite of resources and tools designed to empower and streamline the management of clinical education. Our carefully curated collection equips educators and administrators with the means to facilitate seamless learning experiences for students and practitioners alike.

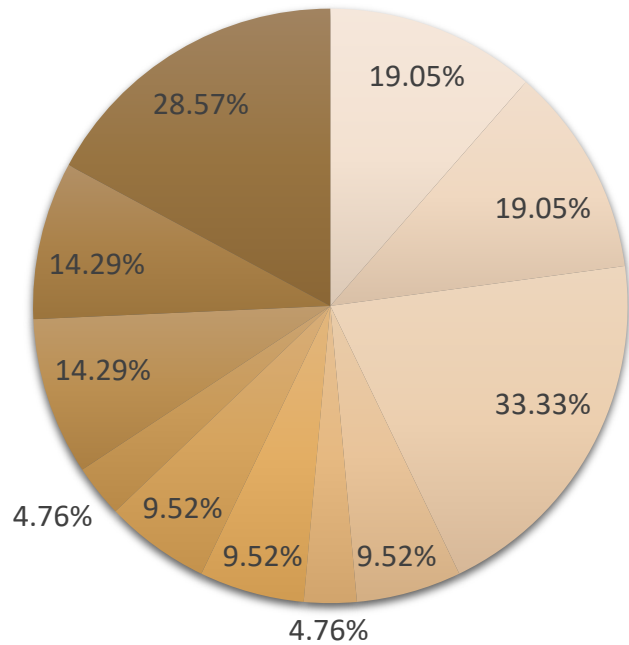
[Read More >](#)





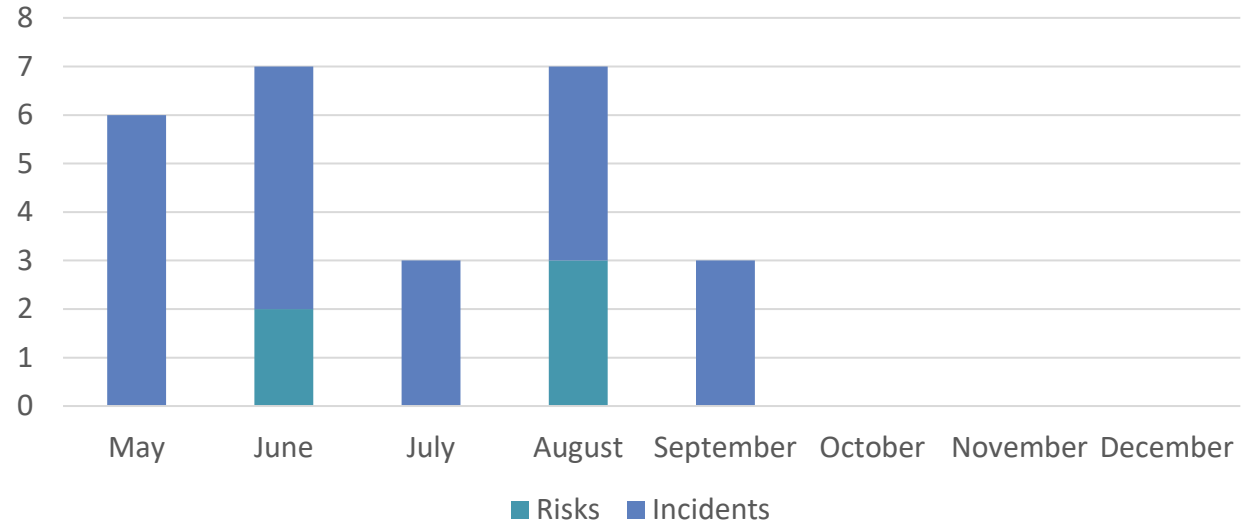
Identify the trends and find the solutions

Incident Trends/Causes

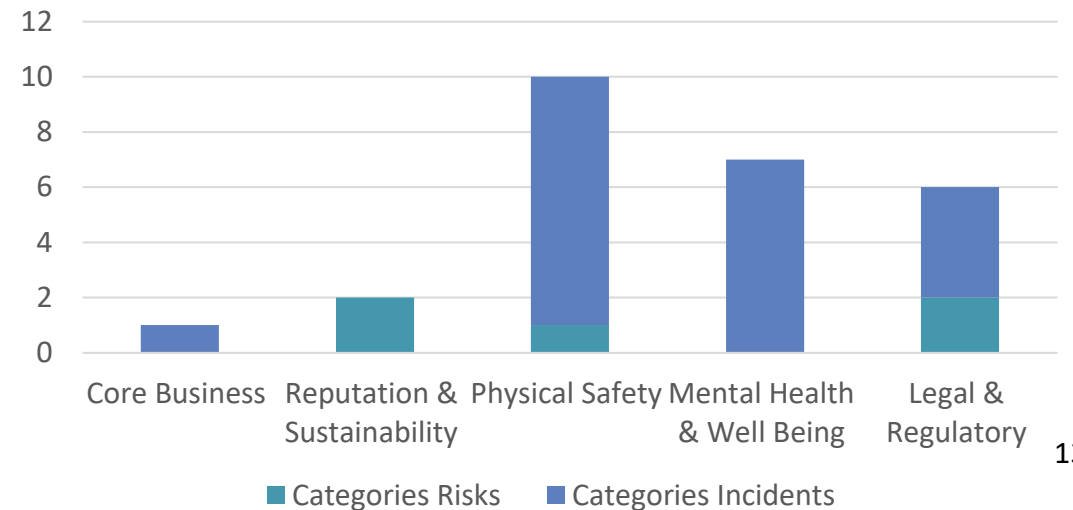


- Poor Supervision
- Compliance
- Mental Health
- Scope of Practice
- Quality of Learning
- Insufficient Safety Equipment
- Poor Culture
- General Misconduct
- Fitness to Practice
- Poor Communication
- Physical Safety

Reports by Month



Categories





Ongoing Governance and Strategy

- ❖ The next step for CESAR is to engage our external stakeholders and major providers with our framework
- ❖ We work towards collaboration and improving our relationships with key stakeholders
- ❖ Working group responding to risk and incident reports
- ❖ Student video to support students reporting risks and incidents for the ongoing improvement of their education
- ❖ Reducing risk and preventing incidents





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Thank you

Clinical Education Strategy and Risk

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