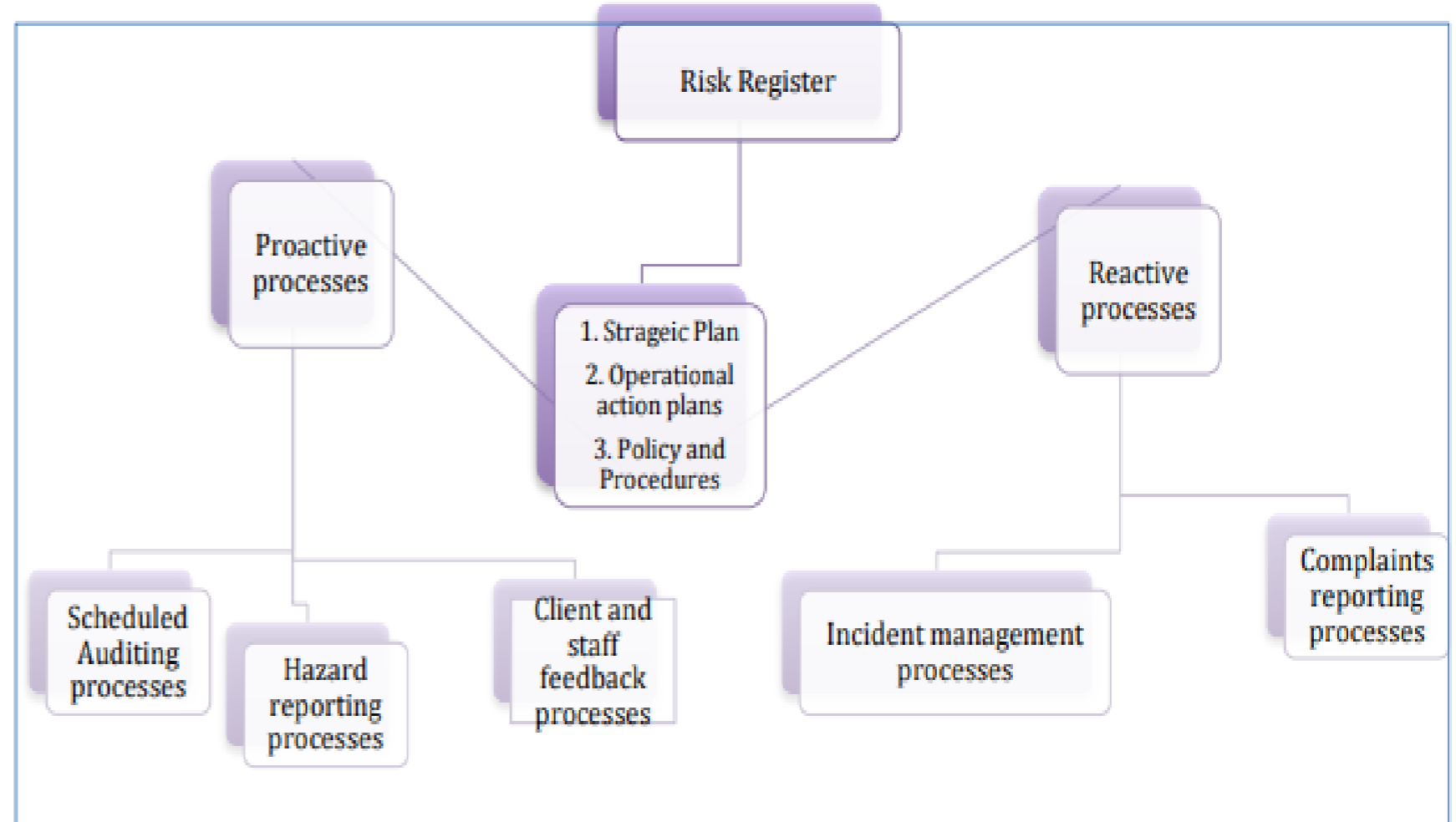


Implementation of a new Risk Management Software at Wurli Wurlinjang Health Service

Parul Koirala

Risk Management in Healthcare is important to proactively and systematically safeguard client safety, as well as organisation's community standing and accreditation and to provide quality healthcare.

6.5 Components of Wurli's Risk Management Framework



1. Introduction

- Wurli utilised SharePoint to manage risk within organisation, including proactive risk management such as audits, feedback and reactive risk management such as incidents, complaints and non-conformance.
- There were limitations with this methods in terms of trend analysis, preventative actions assignment and tracking, and implementing changes systematically to address the risk.



2. Methods

- Wurli reviewed the markets for available software that would meet our needs for risk management.
- ISO Pro was the software that met Wurli's needs as we were able to customise the software based on our workflows and our policies and procedures.
- Wurli designed all the forms relating to risk management in ISO Pro and piloted it in the Main Clinic for a month, positive feedback received from the staff members who trialed it.



3. Results

- Wurli has now rolled out ISO Pro across all program areas. Trainings sessions were conducted for all staff members to ensure staffs were confident in using the system.
- Increased effectiveness in risk management including, internal audit management and incident/complaints management.
- Wurli recently went through Iso rectification audit, with commendation received for the effective Quality and Risk Management System within Wurli.



4. Discussion

- Wurli is now able to track actions, implement change management plans within system based on the PDSA cycle and run reports and do trend analysis on incidents, risks etc to ensure timely preventative actions are taken.
- Wurli will continue to change and adapt to the changing needs within the organisation.