### Sample health service risk assessment: Quarter 1—2017–18

#### Risk flags

<table>
<thead>
<tr>
<th>Domain</th>
<th>Risk measures</th>
<th>Flag</th>
<th>Other intelligence sources (including 3rd party reporting)</th>
</tr>
</thead>
<tbody>
<tr>
<td>High quality and safe care</td>
<td>Hand Hygiene compliance rates</td>
<td>Medium</td>
<td>Other flags/concerns from PSPI report</td>
</tr>
<tr>
<td></td>
<td>HCV Influenza vaccination rates</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ICU CLABSI rates</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Strong leadership, governance and culture</td>
<td>Presence of bullying (as identified from People Matter Survey)</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Timely access to care</td>
<td>Number of patients on the elective surgery waiting list</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Effective financial management</td>
<td>Operating result</td>
<td>Low</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Days of available cash</td>
<td>Low</td>
<td></td>
</tr>
</tbody>
</table>

#### Risk assessment

<table>
<thead>
<tr>
<th>Domain</th>
<th>Risk rating for each domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>High quality and safe care</td>
<td>Medium</td>
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</table>

#### Monitoring and intervention (including actions)

<table>
<thead>
<tr>
<th>Monitoring, support and intervention levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>High performer</td>
</tr>
<tr>
<td>Standard monitoring</td>
</tr>
<tr>
<td>Performance support</td>
</tr>
<tr>
<td>Intensive monitoring</td>
</tr>
</tbody>
</table>

#### Reasons for monitoring, support and intervention level

- Potential risk to patient outcomes relating to infection control
- Cultural and leadership concerns
- Slow progress on access and financial performance remediation
- Requires closer monitoring

#### Actions / interventions

- Performance improvement plan in progress, including:
  - recommendations from the culture review
  - seek advice from SCV on infection control issues and progress to remedy
  - must continue to work with the department on the financial and access issues.
Completing the health service risk assessment tool

Assess risk categories by domain

Risk measures
For each domain, calculate risk level.

- Less than 10% of targets not met and with worsening trends: Low risk
- 10–30% of targets not met and with worsening trends: Medium risk
- Over 30% of targets not met and with worsening trends: High risk

Underlying risk factors
For each domain, calculate risk level.

- No significant risks: Low risk
- Some underlying risks: Medium risk
- Significant underlying risks: High risk

Third party reports and other intelligence sources
For each domain, calculate risk level.

- No major concerns: Low risk
- Some concerns: Medium risk
- Significant outstanding concerns: High risk

Sample health service risk assessment: Quarter 1—2017–18

Risk flags

- High quality
- Strong leadership, and safe care
- Effective financial management
- Timely access

Risk rating for each domain of performance

Use the combined risk levels from the left-hand side to determine the risk rating for each domain.

- All low risk: Low
- Any medium risk, no high risk: Medium
- Any high risk: High

Monitoring, support and intervention level

Use the risk ratings for the domains to determine the monitoring and intervention level.

- Better than target: High performer
- Low risk across all domains: Standard monitoring (with or without risk mitigation plan)
- Low risk across all domains OR One or more domains: Performance support
- High risk on any domains OR Medium risk with risk mitigation plan for each in place and working: Intensive monitoring

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