

**CIRANO Note, prepared by Nathalie De Marcellis-Warin and Benoit Aubert, December 2008**

Measuring and managing the risk associated with any decision has become an inescapable element of the decision-making process in organizations, whether public or private. Risk management is a central preoccupation of CIRANO and a recent initiative in that area directly addresses risks associated with healthcare.

The network for risk management, patient safety and quality in hospitals experience sharing and dissemination (RISQ+H) was created to support the dissemination of research results and risk management tools and provide a forum where practitioners can share their experiences.

The goals of the network are to:

- provide information, awareness, and encouragement with regard to the sharing of information on risk management, patient security, and the quality of healthcare in hospitals;
- pool resources and expertise in the field of risk management (methods and tools);
- organize lessons-learned (or post-mortem) sessions with the researchers subsequent to integrating the management tools into the working environment in order to follow-up on the research (exchanges between researchers and practitioners);
- acquire and relay information on the experiences in order to allow practitioners to share applications of the tools and successful outcomes.

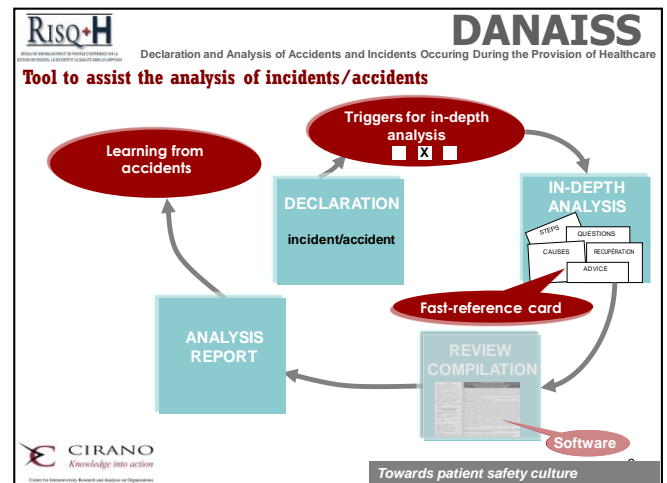
The network was launched last October 29. A Web site has been set up as the principal vehicle for disseminating information.

Under the leadership of Nathalie de Marcellis-Warin, the Network provides a rallying point for researchers, healthcare professionals, and risk and quality managers, as well as their respective institutions. It facilitates the pooling of knowledge and experience among institutions in Quebec and elsewhere in Canada and abroad.

In addition to networking and online interactions over the Web site, regular meetings of the members of the network are planned. For example, the Network intends to organize four half-day workshops annually in which researchers and professions will provide information on risk management tools and methods and new practices, foster collaboration, and share experiences. Each activity will address a specific theme allowing research and practice to be paired. Thus, we might present tools developed by the researchers and subsequently ask a partner institution having hosted a pilot project to present a post mortem on integrating this type of tool into its practices.

**An example: An in-depth tool for accident analysis**

In order to attain high standards of security and quality care, actors in a hospital analyse accidents to understand what happened and prevent a recurrence. One example of a tool arising out of research conducted at CIRANO is the tool DANAISS (Declaration and analysis of accidents and incidents occurring during the provision of healthcare). This tool presents a structured approach to conducting in-depth analyses within healthcare establishments. Pilot studies were conducted in four Montreal hospitals. Several fact sheets explaining the procedure's steps will be available online. The first will explain the distinctiveness and the contribution of the *Recuperare-Santé* model underlying the method. Another one provides examples of questions to ask during interviews when reconstructing the chronology of the accident, etc. In addition, a workshop will be organized to provide a practical application of the method and share the experiences of establishments having already used it. This will provide a forum to facilitate exchanges between risk managers on how to conduct in-depth analyses and the difficulties encountered, and to provide feedback on the tools used in practice. The researchers will also be able to intervene in this forum and give details on the tool and, when applicable, devise ways to modify and improve it.



Risk management and the improvement and promotion of a culture of security in the field of healthcare is fostered by this pooling of knowledge and experience from different actors in the framework of an organized exchange. All interested professionals and institutions are invited to join this Network.

Web site: [www.risqh.org](http://www.risqh.org)