

Supporting system safety through risk management education and capacity building



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Background

- Current challenges in health human resources (HHR) extends to healthcare risk management professionals.
- There is an opportunity to address gaps in knowledge and experience towards building confidence and competence in risk management (RM) principles.
- HIROC conducted an environmental scan of educational offerings which highlighted opportunity for a comprehensive Canadian healthcare educational offering that:
 - Encompasses the breadth of essential risk management topics.
 - Provides opportunities to build a strong professional network around the healthcare RM community.

Objective

To design the Risk Management Residency Program (RMRP), a dedicated education and mentoring program for HIROC Subscribers who positively impact risk and safety in their organizations.

Change Concepts

1. Comprehensive Curriculum: aligns with professional context of healthcare RM in Canada, focusing on subject matter, content and skills that have immediate practical relevance.
2. Learning Labs: provides applied learning opportunity to gain further understanding of a specific concept, or to apply their learnings.
3. One-on-One Mentorship: allows participants to receive direct guidance, discuss successes and challenges, and reflect on their learning journey to enhance experience and bolster confidence.

Measures

- Competency and confidence in the topics discussed in RMRP, prior to going into, and upon completion of the program.

Results

≥88%

Competency level reported as higher or much higher after completing the program, for first two years of RMRP.

≥96%

Confidence level reported as higher or much higher after completing the program, for first two years of RMRP.

Key learnings

RMRP is now in its 4th year, with 83 graduates:

- Program content incorporates real-life scenarios delivered by subject matter experts, learnings from experiential knowledge offers pertinent strategies, tools and resources that enhance problem solving abilities.
- Opportunities to interact and connect with subject matter experts and peers across Canada have widened and deepened perspectives, thus promotes sharing of best practices.
- Interactions and engagement with others during the program year was identified as a strength.

Next Steps

Explore areas that may strengthen the program by gaining insights into mentor experiences, sustaining the continuum of knowledge and capacity, creating a community network of support that is resilient to change, producing lasting system capacity.