

Risk Management Policy

Risk is the possibility of an event that could adversely affect achieving a successful outcome.

While it's impossible to eliminate the inherent risks of providing dental treatment, it is in everyone's best interests that dental professionals implement effective risk management to identify, prioritise, and manage all significant threats to patient safety.

At the same time, adverse incidents should be investigated to see what lessons can be learned to improve patient care quality and safety. Please refer to our Significant Events, Near Misses and Incidents Policy for guidance.

This policy aims to ensure that risks to Pav Dental are understood and managed so that they are maintained.

The practice is committed to ensuring the safety of its patients, team members, contractors and other visitors. We aim to ensure that the premises are always fit for purpose. Risk assessments are only performed by trained and competent team members or external experts. The risk assessment shall not be undertaken by those who are not competent to do so, and appropriate training programmes will be implemented to ensure those responsible have the appropriate competency to undertake the task.

Definitions

Risk: the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard

Risk Assessment is the process of identifying what hazards exist or may appear in the workplace, how they may cause harm, and how to minimise harm.

Risk Management is the process of weighing policy alternatives, considering the results of risk assessment, and, if necessary, selecting and implementing appropriate control options, including regulatory measures.

Competent/Competence can be described as the combination of training, skills, experience, and knowledge that a person has and their ability to apply them to perform a task safely. Other factors, such as attitude and physical ability, can also affect someone's competence.

Overview

Risk management is focused on anticipating what might go wrong and taking action to reduce uncertainty to an acceptable level.

Risk can be perceived positively (upside opportunities) or negatively (downside threats). A risk is a situation or event's potential to impact achieving specific objectives.

Working with the risk owner, the project professional ensures that risks are identified before moving on to the risk management process's risk analysis step.

The risk management process reflects capturing and managing emerging risks and reflecting new knowledge in existing risk analyses.

A risk assessment documents risks, analyses, and responses and assigns ownership of actions.

Effective risk management is a five-step process;

1. Identify the risk.
2. Assess the risk - Who may be harmed?
3. Remove the risk if it can be eliminated or put control measures in place and record them.
4. Follow up to ensure these measures have been implemented.
5. Regularly review the risk assessment and make changes where applicable.

This policy lays the framework for a formal risk management program by establishing responsibility for risk identification and analysis, security planning for risk mitigation, and program management and oversight. It is important to note that program management and oversight are practice-wide responsibilities that call for the active involvement of practice management and others with information management responsibilities.

Hassan Bhojani is responsible for coordinating the development and maintenance of risk management.

Hassan Bhojani is also responsible for the ongoing development and day-to-day management of the practice's Risk Management program for coordinating the implementation of this policy and providing guidance on interpreting specific policy requirements.

We aim to control risks at the practice and implement appropriate measures to eliminate them or, if this is not possible, minimise them.

The Management of Health and Safety at Work Regulations 1999 requires us to undertake assessments of risks in the workplace.

Our risk assessments include policies and procedures for (but not limited to):

- Business Impact Analysis/Continuity Plan
- COSHH
- Sharps
- Asbestos (If applicable)
- Employment of Ex-offenders
- Fire (including internal reviewing)
- Health and Safety
- New and Expectant Mothers
- Water Management (Legionella)

- Workstation Audit (DSE)
- Lone Workers and working without Chairside Assistance
- Hep B Vaccine Status.
- Personal Development and Training Policy
- Recruitment and Selection procedures

Risk Assessments are reviewed internally where applicable on a maximum of 12 monthly basis. Any interim identified risk changes will be addressed and actioned immediately.

Common Areas of risk within the dental practice

- Failure to keep accurate and clear clinical records.
- High levels of patient complaints about clinical care
- System failures leading to breaches of data.
- Administration errors – which may lead to incidents related to follow-ups of referrals, for example.
- Lapses in clinical care – not monitoring patients appropriately for periodontal disease or failure to take radiographs at recommended intervals.

Risk Reduction

Risk reduction processes are audited at intervals. Following reviews, we make any appropriate changes so we can be sure we are meeting current standards and practice needs.

We aim to gather information about the safety and quality of our service from all relevant sources, including incidents that have or could have, harmed patients. These should be investigated and, if appropriate, considered as part of a significant event to identify the causes and implications for patient safety.

We focus on the learning points from investigations and audits so our systems and training can be improved to protect patients from unsafe care.

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The latest approved version of this document supersedes all other versions, upon receipt of the latest approved version all other versions should be destroyed, unless specifically stated that previous version(s) are to remain extant. If in any doubt, please contact the document Author.

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