

**Nganampa Health Council Risk Management Annual Report  
2013  
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### Quality Frameworks

NHC participates in a number of external accreditation and assessment processes. In the past year, our clinics were assessed against the AGPAL standards while our financial, administrative and governance arrangements were reviewed as part of a regular Commonwealth Department of Health and Ageing assessment process. In both processes, our systems and the services that we provide were found to be of very high quality.

An important aspect of these quality frameworks are risk management systems and processes. These frameworks provide an opportunity to review existing systems and provide guidance on systems now seen as best practice. By participating in these frameworks, we have introduced new and improved risk management systems that ultimately do lead to improved patient care and safety.

### Occupational Health Safety and Welfare (OHSW)

The OHSW Committee met on a quarterly basis during the past year and has driven a number of new initiatives.

After a successful trial and evaluation, satellite vehicle tracking devices are being installed in all vehicles. These devices allow us to locate a vehicle at any moment, provide reports on the use of vehicles including the speeds that vehicles have been driven at and send an alert in the event of an accident. In an environment where staff are required to travel long distances on isolated roads, this technology is an important safety addition. Our statistics show that the introduction of a number of safety initiatives such as this has reduced the number of serious vehicle accidents.

Our statistics also show that manual handling injuries are the main cause of staff absences from a work related injury. A number of physical improvements have been made to our clinics to reduce these risks including improved gas bottle storage, and improved stretcher and ambulance access. These improvements are being reviewed with the intention of introducing them at other sites.

### Workforce

NHC has been successful at attracting and retaining long term professional staff with over 25% of our staff having been with NHC for in excess of 10 years. This is one of our strengths. However, it comes with the risk that we will be unable to replace these staff when they decide to move on.

Our strategies for addressing this risk include:

- Flexible and innovative work arrangements that allow staff to work from home bases and provide career progression for nursing staff.
- Encouraging current and former staff to take on relief roles to allow for some backup in the event of a departure.
- A greater focus on online recruitment advertising with some evidence that this is resulting in a wider range of applicants.

Recruiting Medical Officers is particularly difficult. After three years of advertising, this year we were successful in recruiting an additional Medical Officer. This has allowed us to restructure the workload of our Medical Officers and introduce a weekend on-call roster. This is an important reform that will make our Medical Officer workload more sustainable.