



Risk Appraisal Process Overview



OUR APPROACH

The CRICO Risk Appraisal Process (RAP) and Service Line Risk Assessment (SLRA) is part of CRICO's comprehensive risk assessment offerings. The RAP focuses on an entire organization while the SLRA focuses on specific departments with the aim of recognizing three critical elements that enhances patient and staff safety: Structure, Culture, and Leadership.

Our approach combines qualitative and quantitative evaluation to provide an in-depth understanding of the strengths and opportunities of an organization or service line. We engage with front-line staff, providers, and management. The goal is to offer organizations an expanded view of current patient safety risk, to identify process gaps and provide improvement opportunities to help prioritize patient safety work.

OUR PROCESS

The process includes four phases:

Phase 1: Kick-off meeting

Meeting with leadership to review goals/objectives of the program.

Phase 2: Review of materials

The RAU will request preliminary data. The CRICO team will review all submitted information.

The following documents may be requested by the CRICO team prior to the assessment. These may include, but are not limited to, the following:

- Joint Commission
- Department of Public Health
- HCAHPS/Press Ganey
- Staff satisfaction survey
- Culture of safety survey
- Prior risk assessment
- Relevant policies

Phase 3: Visit

On-site interviews are conducted with leadership, management, and frontline staff within the department. We also **observe the clinical area** to gain insight and understanding of a department's procedures and practices, looking specifically at those systems that impact patient and staff safety.

Phase 4: Results

A **comprehensive report** of the findings and recommendations will be provided **within 12 weeks**. Information and specific responses obtained from interviews will remain anonymous and be shared in aggregate *only*. **CRICO's risk assessment team returns to the organization to present the overall findings** in a workshop format and facilitates a dialogue regarding improvement opportunities.

HOW TO REQUEST A RISK ASSESSMENT: Requests can be submitted directly to the primary organization contact (Program Director) or the requestor may also visit the CRICO Web Site - www.rmhf.harvard.edu/rau and complete the **Request a Risk Assessment** form.