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Integrated Risk Management Strategy

Integrated Risk Management Strategy	Author: Helen Kerrigan, Risk and Emergency Planning Manager	Sponsor: Nick Chapman, Chief Executive	
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1. Introduction

1.1. NHS Direct is committed to managing risk through a framework of corporate, clinical and information governance supported by a proactive risk management culture. The safety of advice given to patients is fundamental to the organisations and has the highest priority.

1.2. This strategy defines the aims for developing risk management in the Trust in the next 3 years, how this will be achieved and how the Trust will measure how successfully the strategy has been implemented.

1.3. The Integrated Risk Management policy gives details of the risk management process that NHS Direct follows.

2. Scope

2.1. This strategy covers everyone that is employed by NHS Direct and any contractors, and partners that are involved in activities within NHS Direct's control.

3. Aims of the strategy

3.1. Risk management becomes an integral part of planning, management processes and the general culture of the Trust helping to drive the Trust forward.

3.2. Risk management is actively taking place in both a bottom up and top down approach within the Trust.

3.3. The Trusts risk profile is manageable within the Trust's resources.

3.4. Focus is directed on those risks which the Trust has most control over in terms of mitigation.

4. Objectives

4.1. To deliver the aims of this strategy the following objectives have been agreed:

- The integrated risk management policy will set out a process for monitoring risks and recording management actions in response to risks.
- The Trust strategic risk profile will be monitored at the Senior Management Team Meeting and risks will be escalated to the Board's attention as appropriate.
- A measure of risk controllability will be introduced, which is the gap between current risk score and target risk score.
- Risk management training will be provided to Directorates, Divisions and Teams following the approval of the revised Integrated Risk Management Policy.

- Risk registers relating to the achievement of the 2010-2011 business plan will be developed for all Directorates, Divisions and Teams by May 2010.
- An e-learning risk management package for all staff will be developed by March 2010; frontline staff training will be coordinated through the events planner.

5. Measuring success

5.1. The measures of success of the implementation of this strategy will be:

- Risk policies and processes fully meet CQC and NSHLA requirements
- A reduction in the risk profile of the Trust in line with target risk scores
- Successful audit of Divisional and Team risk registers in 2010
- Successful audit of Directorate risk registers in 2011
- Successful audit of risk management training

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