Adopting a risk management approach

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Vantage Technologies – Sentinel data management platform offered a cost saving and centralised solution to the organisation which, following a period of module development, data cleansing and dashboard personalisation, has become the central repository for managers to access incident management and strategic and operational risk management information.
The system comes with a number of pre-built template modules, including those from other hospices, requiring minor alterations to ensure the details collected met our own organisation's needs.

Peering Over the Precipice - A toolkit for hospices to survive and thrive – 2017

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Scottish Partnership for Palliative Care

New hospice building needs a new data management system

A scoping exercise by our IT department assessed the cost, flexibility, user friendliness and reporting capabilities of the various data management software products available.
Once Vantage Technologies were identified as the 'best fit' for our needs, we contacted other hospices in Scotland to negotiate a reduction in set up and initial supply costs via a group purchase.

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Method and Techniques

Sentinel enables organisations to have unlimited users and provides access to a selection of 60+ software modules which link directly to each other (for example reported incidents and completed risk assessments to the risk register).
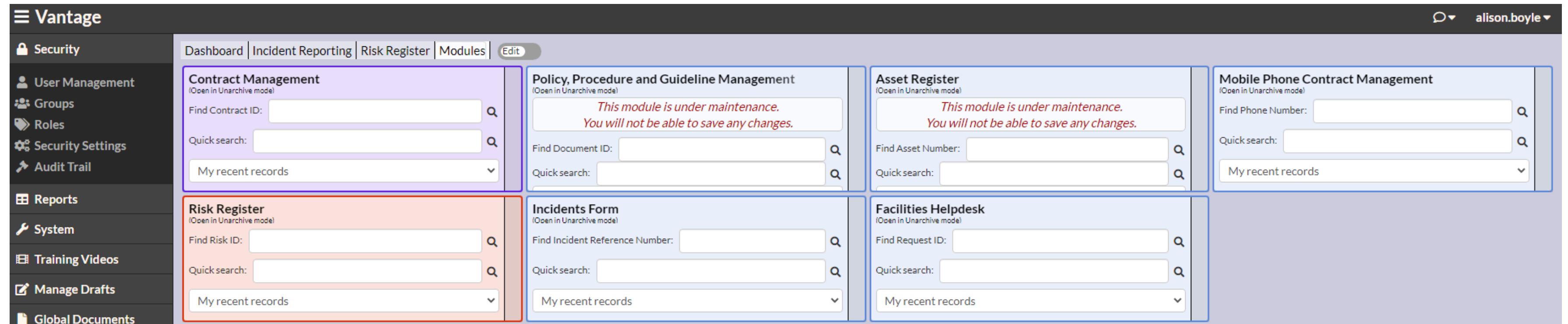
To implement our revised risk management approach for the organisation, an incident reporting module and risk register module were prioritised.

A personalised and tailored dashboard displays key information in real time reports for department leads, specific to their area of responsibility.

An automated trigger system reminds managers to review their allocated actions, outstanding incident investigations or recorded operational risks that are approaching review date.

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Results and Conclusions

Initial findings:

- The system has facilitated greater compliance with the organisational incident policy, with a reduction in the time delay between the reporting and investigation of incidents being noted.
- A further change in process has seen all reported incident investigations being reviewed by a member of the Executive Leadership Team, for final sign off and incident closure.

Next Steps

- Continue development of sentinel modules and our improved ways of working
- Extend invitation of Sentinel User Group to share lessons learned and best practice amongst Scottish hospices

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