



RISK REGISTER | User Guide 2026

Written by Giselle Latta (RN)



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RISK IDENTIFICATION



Proactive risk identification is integral in ensuring a culture of quality and safety in Healthcare and Aged Care. Risk Registers are an essential element of risk management. A Risk Register is a management tool that provides an organisation with information on its risk profile and is a repository for risk information across all areas of activity. Risk identification provides opportunities for success, innovation, and improved performance by identifying gaps in capacity or service delivery.

Risks need to be properly managed as they have the potential to cause harm to patients, staff and others and may affect the reputation and assets of the organisation.

Risk Records can be created in **both RiskClear and RiskClear Direct** and monitored and reported on. However a **Risk Register can only be created in RiskClear** and is usually done so in liaison with staff, senior management, the board, and governance committees. Not every Risk Record in RiskClear needs to be on a Risk Register.

CREATING RISK RECORDS (ONLY)

RISKCLEAR & RISKCLEAR DIRECT

FOR A RISKCLEAR USER

Click **New Risk/Hazard** on the **Safety Page**

STEP ONE: Enter the **Date**, **Time**, and **Risk Description** and **Reported By** details. (You can also tick the **To Risk Register** box if you wish this record to appear on your Risk Register – otherwise the entry will be saved as a Risk Record only).

STEP TWO: Complete **Risk Rating details** by clicking **Add/Change** and use the inbuilt risk matrix to determine the risk level.

STEP THREE: Select the **Potential business threat**, **Category** and **Sub-category** as well as the **Cause** and assign the **Risk owners** by clicking on the **Add>** button.

STEP FOUR: Click **Add>** to list **Impact**, **Controls** and **Monitoring strategies**.

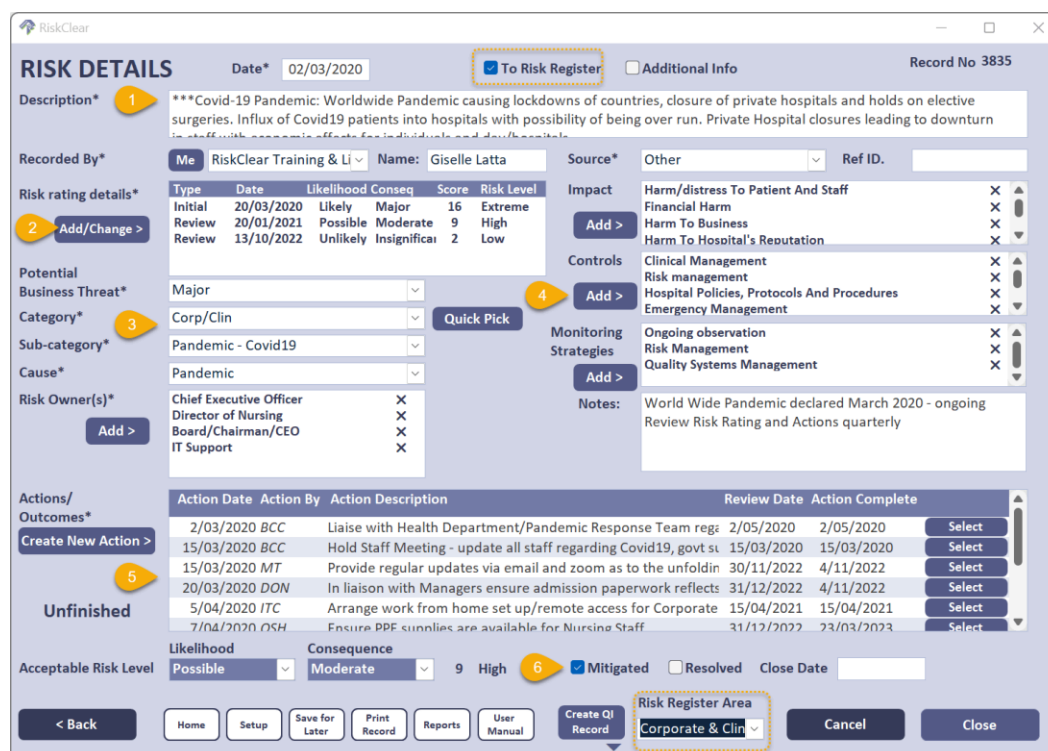
STEP FIVE: Click **Create New Action** to complete and assign actions to mitigate or resolve the risk (these actions need to be each closed off before the risk record can be closed).

STEP SIX: Tick the **mitigated** or **resolved** box and enter a **Close Date** to complete the record. Click on Summary/Close to close and save the record and to proceed to the summary page.

STEP SEVEN: Complete **Patient Status**

STEP EIGHT: Tick whether the record requires risk analysis or not. If it, does you will be directed to the Risk Screen.

Note you can also create a linked record if the incident relates to a clinical indicator or infection record – and you can also create a linked QI (quality improvement) record.



FOR A RISKCLEAR DIRECT USER

Click **New Risk/Hazard** on the **Safety Page**

STEP ONE: Enter the **Date**, **Reporters Name** and **Reporters Position** details.

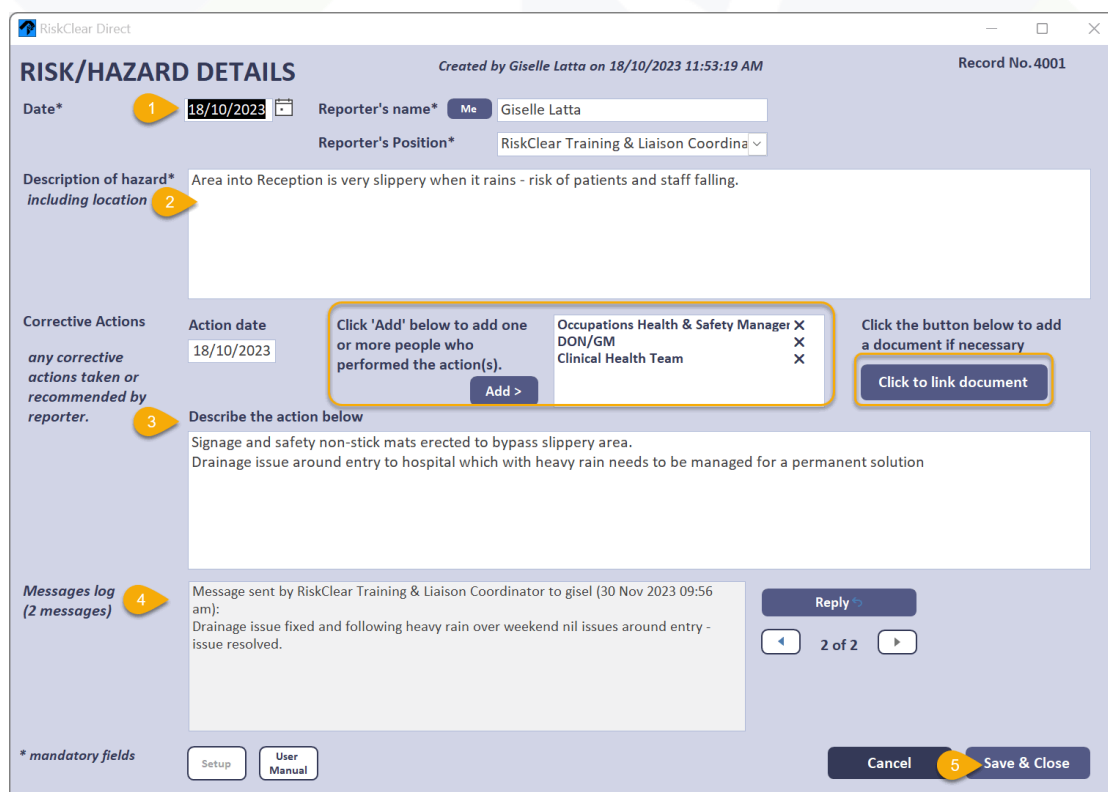
STEP TWO: Enter a **Description of Hazard** including location.

STEP THREE: Enter any **Corrective Actions** taken.

STEP FOUR: This is where any comments or feedback from management will appear.

STEP FIVE: Click **Create** to complete and save the record.

Nominated management staff are notified via email of the new RiskClear Direct record. The manager will then review, risk rate, assign further actions, determine if the record needs to go on the Risk Register or remain just a Risk Record. The Manager will also finalise the record. RiskClear provides feedback to the staff member of the outcome of their reported event.



RISK/HAZARD DETAILS Created by Giselle Latta on 18/10/2023 11:53:19 AM Record No. 4001

Date* 1 18/10/2023 Reporter's name* Me Giselle Latta
Reporter's Position* RiskClear Training & Liaison Coordinator

Description of hazard* 2
including location Area into Reception is very slippery when it rains - risk of patients and staff falling.

Corrective Actions
any corrective actions taken or recommended by reporter. 3

Action date 18/10/2023
Click 'Add' below to add one or more people who performed the action(s). Add >
Occupations Health & Safety Manager X
DON/GM X
Clinical Health Team X
Click the button below to add a document if necessary
Click to link document

Describe the action below
Signage and safety non-stick mats erected to bypass slippery area.
Drainage issue around entry to hospital which with heavy rain needs to be managed for a permanent solution

Messages log 4
(2 messages)
Message sent by RiskClear Training & Liaison Coordinator to gisel (30 Nov 2023 09:56 am):
Drainage issue fixed and following heavy rain over weekend nil issues around entry - issue resolved.

* mandatory fields Setup User Manual
Cancel 5 Save & Close

RISK REGISTER FEATURES

A Risk Register has key features including:

- ✓ Date
- ✓ Area/Service
- ✓ Standard (e.g. NSQHSS, Aged Care, ISO...)
- ✓ Risk Description
- ✓ Initial Risk Rating
- ✓ Actions and Controls
- ✓ Monitoring Strategies
- ✓ Risk Owner
- ✓ Revised Risk Rating
- ✓ Review Date
- ✓ Adequacy of Controls (e.g. resolved or mitigated)

4

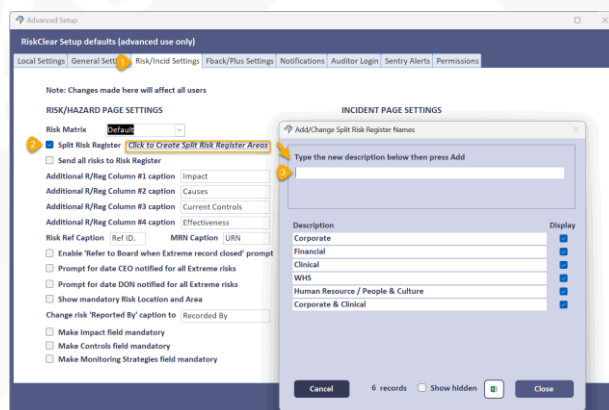
SETTING UP A SPLIT RISK REGISTER (Optional)

The "helicopter" view of seeing risks on your Risk Register is important, as is being able to assign various risks onto a *specific risk register*. For example, the WHS/OHS Committee will focus on WHS/OHS risks, whereas Finance will focus on business associated risks and clinical risks will be focused on by clinicians.

If the Risk Register is a cake, then splitting the Risk Register into areas is like slicing the cake and serving up the appropriate slice to the appropriate personnel.

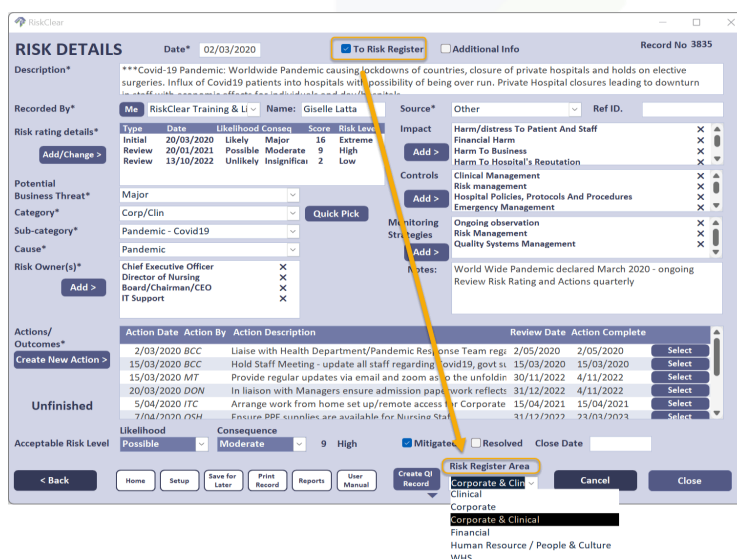
To set up your Split Risk Register do the following:

Go to the **Setup** Tab and click on **Advanced** - go to the **Risk/Incid Settings** Tab (1) and tick the **Split Risk Register** box (2) and click to *create Split Risk Register Areas* e.g. Clinical, Corporate, WHS, Finance etc (3) and then click **Close**.



With the Split Risk Register Setup your Risk/Hazard Screen will look like this:

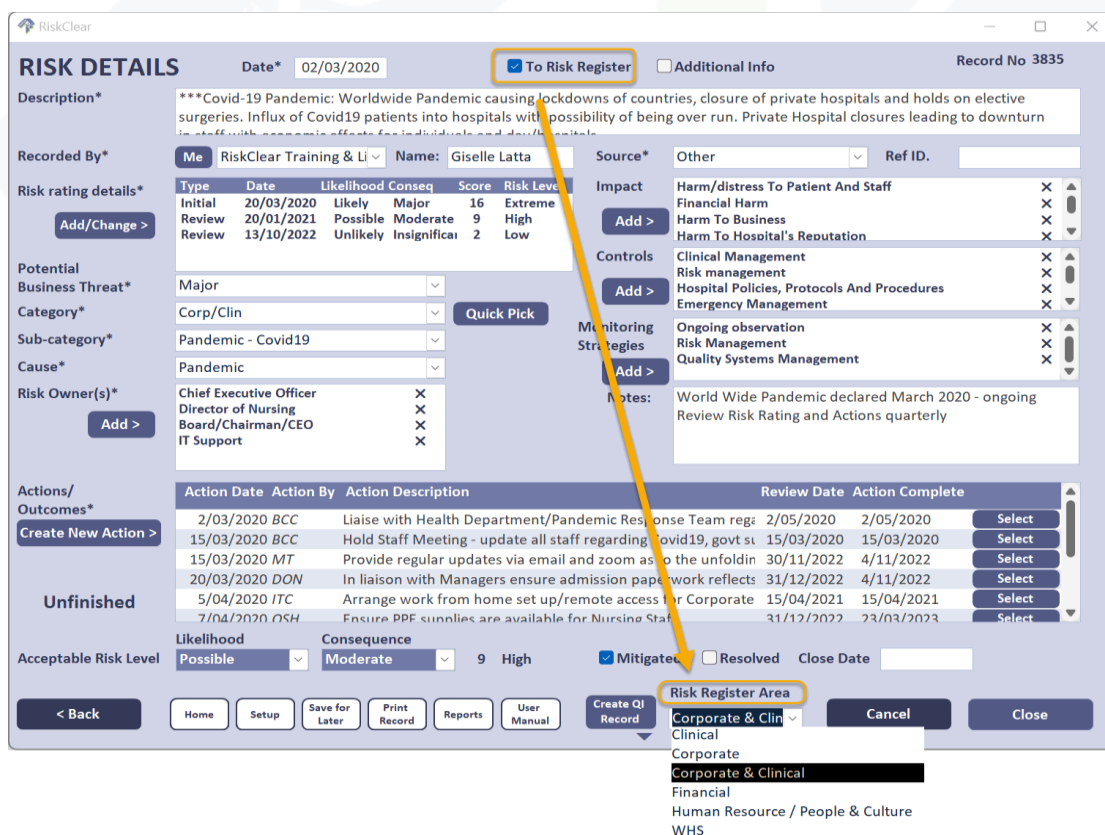
- ✓ "To Risk Register" showing at the top of the screen.
- ✓ "Risk Register Area" with drop-down to select Register Area.



CREATING A RISK RECORD FOR THE RISK REGISTER

Example: Covid-19 Worldwide Pandemic

- ✓ Click **"New Risk/Hazard"** on the **Safety Tab**.
- ✓ Complete the **Risk/Hazard Record** ensuring all the mandatory fields marked with an * are completed.
- ✓ For this risk record to be on the Risk Register tick **"To Risk Register"**.
- ✓ For those clients that have the **Split Risk Register** setup (refer to 2.2 of this guide) ticking "To Risk Register" will cause the **"Risk Register Area"** to show – from the drop-down menu select Risk Register Area – e.g. Clinical, Business, Corporate, WHS etc.



RISK DETAILS Date* 02/03/2020 ☒ To Risk Register ☐ Additional Info Record No 3835

Description* ***Covid-19 Pandemic: Worldwide Pandemic causing lockdowns of countries, closure of private hospitals and holds on elective surgeries. Influx of Covid19 patients into hospitals with possibility of being over run. Private Hospital closures leading to downturn in staff with economic effects for individuals and day/hospitals

Recorded By* Me RiskClear Training & Li Name: Giselle Latta Source* Other Ref ID.

Risk rating details*

Type	Date	Likelihood	Conseq	Score	Risk Level
Initial	20/03/2020	Likely	Major	16	Extreme
Review	20/01/2021	Possible	Moderate	9	High
Review	13/10/2022	Unlikely	Insignificant	2	Low

Add/Change >

Potential Business Threat* Major

Category* Corp/Clin Quick Pick

Sub-category* Pandemic - Covid19

Cause* Pandemic

Risk Owner(s)*
 Chief Executive Officer X
 Director of Nursing X
 Board/Chairman/CEO X
 IT Support X
 Add >

Impact
 Harm/distress To Patient And Staff X
 Financial Harm X
 Harm To Business X
 Harm To Hospital's Reputation X
 Add >

Controls
 Clinical Management X
 Risk management X
 Hospital Policies, Protocols And Procedures X
 Emergency Management X
 Add >

Monitoring Strategies
 Ongoing observation X
 Risk Management X
 Quality Systems Management X
 Add >

Notes: World Wide Pandemic declared March 2020 - ongoing Review Risk Rating and Actions quarterly

Actions/Outcomes*
 Create New Action >

Action Date	Action By	Action Description	Review Date	Action Complete
2/03/2020	BCC	Liaise with Health Department/Pandemic Response Team reg	2/05/2020	2/05/2020
15/03/2020	BCC	Hold Staff Meeting - update all staff regarding Covid19, govt st	15/03/2020	15/03/2020
15/03/2020	MT	Provide regular updates via email and zoom as to the unfoldin	30/11/2022	4/11/2022
20/03/2020	DON	In liaison with Managers ensure admission paper work reflects	31/12/2022	4/11/2022
5/04/2020	ITC	Arrange work from home set up/remote access for Corporate	15/04/2021	15/04/2021
7/04/2020	DCH	Ensure PPE supplies are available for Nursing Staff	31/12/2022	23/03/2023

Unfinished

Acceptable Risk Level
 Likelihood Possible Consequence Moderate 9 High
☒ Mitigated ☐ Resolved Close Date

< Back Home Setup Save for Later Print Record Reports User Manual Create QI Record

Risk Register Area
 Corporate & Clin
 Clinical
 Corporate
 Corporate & Clinical
 Financial
 Human Resource / People & Culture
 WHS

Cancel Close

VIEWING RISK RECORDS AND/OR THE RISK REGISTER

When you click **“Search RiskClear”** from the **Safety Tab**, it shows you all risk, incident and feedback records entered.

If you wish to just view those risk records that are on the Risk Register, then tick the **“Risk Register Box”**.

Note: e.g. You may have 232 Risk Records entered into RiskClear, however only 18 of those need to be/are on the **Risk Register**.

To see all risk records in RiskClear run **Report 103 Risk Records**.

To see only risk records that are on the Risk Register run **Report 101 Risk Register**.



The screenshot displays the RiskClear software interface. At the top, there are tabs for Safety, Quality, Governance, Support, and Setup. Below these are buttons for 'New Incident', 'New Risk/Issue', 'New Feedback', 'Incident', and 'Reports'. A central 'Search RiskClear' button is highlighted with a yellow arrow.

Below the main interface, two side-by-side screenshots of search results are shown. The left screenshot displays a list of records with columns for Record No., Date, Description, Review Date, Date Closed, Risk Level, and Risk Status. A yellow box highlights the 'Show ALL (853) Risk, Incident and Feedback Records' button. The right screenshot displays a similar list of records, but with a yellow box highlighting the 'Show ONLY (18) Risk Records that have been assigned to the Risk Register' button.

RISK REGISTER (ONLY) REPORTS

- ✓ **101 Risk Register:** Select Report 101 > choose the Risk Register Area (all or a specific risk register) > choose your parameters (date, format, etc) > and click Run.
- ✓ **102 Risk Register grouped by Standard:** Select Report 102 > choose the Risk Register Area > choose your parameters > and click Run.

The screenshot shows the 'REPORTS' section of the RiskClear interface. The 'Risk Register Area' is selected, and the 'What this report does...' tooltip is displayed. The tooltip explains that the report displays all open risks in the Risk Register, sorted by site (if applicable), date (descending), risk register area (if used) and risk level. It also mentions that if an acceptable risk level filter is selected, records without an acceptable risk level will be excluded from the report.

- ✓ **104 Risk Register with linked Records:** Select Report 104 > choose the Risk Register Area (all or a specific risk register) > choose your parameters (date, format, etc) > and click Run.
- ✓ This report shows Risk Register records that have incidents and/or complaint records linked to them.

RISK REGISTER - GEORGE MICHAEL MEMORIAL HOSPITAL with linked records																															
Both open and closed records																															
Date	Risk Description	Consequences Likelihood	Risk Rating	Actions/Controls	Monitoring Strategies	Risk Owner	Reviewed Risk	Review Date	Reviewed	Advisory of Controls																					
Service Area	MSGHS																														
Corporate/Non-Clinical																															
17/08/20	Clinical 3771	4	2	H	- Medication safety policy and procedures are in place - Staff have been orientated and safety measures are in place to prevent non-compliance of patients to medication administration - Final training session with nursing staff. - Quality systems management - Admission policy and procedures - Medication policy and procedures - Discharge policy and procedures	- Quality Systems Management - Medication Audits And Protocols - Risk Management	DOH	17/08/2020	No	Yes																					
						NUR	18/08/2020	18/08/2020																							
						CC		26/08/2020																							
* Linked records - (4) <table><thead><tr><th>Date</th><th>Description</th><th>Category</th></tr></thead><tbody><tr><td>Incident: 3380 4/09/2019</td><td>Patient due for medication at 11:00, not signed for and no record in register</td><td>Medication</td></tr><tr><td>Incident: 3403 30/09/2021</td><td>Medication charted incorrectly which resulted in patient being given wrong dose.</td><td>Medication</td></tr><tr><td>Incident: 3404 17/10/2019</td><td>Two day webster packs were delivered by pharmacy minus schedule B medications</td><td>Non Compliance</td></tr><tr><td>Incident: 3410 24/09/2021</td><td>While administering morning medications, the nurse administered drug which hadn't been</td><td>Medication</td></tr><tr><td>Incident: 3692 16/05/2020</td><td>The S4 Register wasn't signed. Medication accounted for.</td><td>Medication</td></tr><tr><td>Incident: 3768 14/08/2020</td><td>S4 medication not signed for. Medication accounted for.</td><td>Medication</td></tr></tbody></table>											Date	Description	Category	Incident: 3380 4/09/2019	Patient due for medication at 11:00, not signed for and no record in register	Medication	Incident: 3403 30/09/2021	Medication charted incorrectly which resulted in patient being given wrong dose.	Medication	Incident: 3404 17/10/2019	Two day webster packs were delivered by pharmacy minus schedule B medications	Non Compliance	Incident: 3410 24/09/2021	While administering morning medications, the nurse administered drug which hadn't been	Medication	Incident: 3692 16/05/2020	The S4 Register wasn't signed. Medication accounted for.	Medication	Incident: 3768 14/08/2020	S4 medication not signed for. Medication accounted for.	Medication
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avaClear Reports

Page 2

23 June 2022

(Note: Risk Reports 103, 105, 107, 110, 112, 113, 120, 123, 140 & 142 reports on **all risk records** including those risks on the Risk Register)