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The Electronic Risk Register System (ERRS) – a pioneer electronic platform for managing risks in the NTWC

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Introduction
In the New Territories West Cluster (NTWC), departments are required to formulate their departmental risk registers (RRs) annually, which aim to facilitate department heads in risk identification, monitoring, as well as planning risk mitigation actions. The departmental RRs will also be provided as references to cluster/hospital management in the consideration of cluster and hospital RRs. In the past, departmental RRs were submitted in an Excel format. Feedback showed such format created difficulties in managing the document layout, obtaining the most-updated file from multiple available versions, searching supplementary data like incident trends and past RRs. Further, the varied description of the same risks, e.g. staff shortage and inadequate manpower, posed difficulties in the aggregation of departmental risks for consideration by the cluster/hospital management. In view of this, an electronic platform name the Electronic Risk Register System (ERRS) was developed to allow departments to submit their departmental RRs and facilitate the whole risk register development process.

Objectives
(1)Provide a structured and user-friendly electronic platform to facilitate department heads in submitting their department RRs; (2)allow timely review/update of departmental RRs by department heads through the ERRS; and (3)adopt a structured list of NTWC common risk categories to facilitate communication of risk terminologies among staff.

Methodology
With the support of the Information Technology Department, an electronic platform named the Electronic Risk Register System (ERRS) was developed. The ERRS allowed departments to submit their top 3 to 5 departmental risks. In each risk, the respective risk category (categorized accordingly to the NTWC common risk categories), risk mitigation measures and risk ratings would be documented. Department heads and designated staff could review and edit their most-updated departmental RRs anytime, and retrieve their past department RRs in the ERRS. On

the other hand, all submitted departmental RRs could be easily exported for consolidation, aggregation, analysis and providing to the cluster/hospital management for consideration of the cluster/hospital RRs.

Result
The ERRS was promulgated to department heads in December 2015 and January 2016 with positive feedback. Departments could use the ERRS to submit their department RRs for the financial year 2016/17 in January 2016.   In the future, the ERRS would further develop as a one-stop platform for cluster/hospital management and department heads to obtain the latest information on risk registers, departmental quality projects and incident trends with analysis.