



Risk Assessment Tool

A practical guide to identifying and addressing risk in your practice.

Developed for the
PDL Risk Management
Guide for Pharmacists

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Step 1: Identify

Define your risk question – a short statement that clearly describes the situation and identifies the core issue requiring attention.

Identify risks – using the **5 most predominantly reported risk categories** (see Pg. 2), identify actual or potential risks that need to be considered in the situation.

Step 2: Assess

Assess risk level – use the simple traffic light system to assess the potential impact and urgency of each risk, and prioritise actions accordingly.

Step 3: Manage

Develop an **action plan** – identify the actions required to address each risk, including key tasks, person(s) responsible, and timeframes.

Step 4: Review

Review and monitor – set a timeframe to evaluate the effectiveness of actions taken and schedule ongoing reviews to support continuous quality improvement.

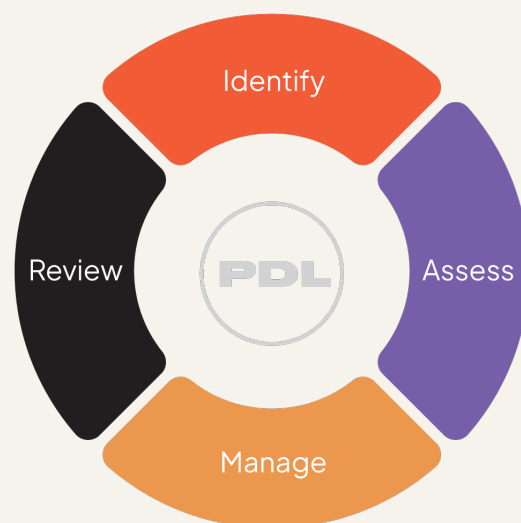


Figure 1: PDL Risk Management Cycle

Understanding your risk level

Risk rating	CRITICAL	HIGH	MODERATE	LOW
Recommended action	Do not execute service/activity or proceed until immediate action is taken.	Some extra measures may be required. Identify the steps you can take or can be delegated, to address necessary change.	Foreseeable risks have been addressed. Consideration should now be given to maintain or improve this safety level and/or service efficiency.	Continuous Quality Improvement (CQI) measures – such as annual audits or scheduled reviews – are required to help you maintain this risk level or improve the service area. Consideration should be given to apply the aspects that are working well, in this case, to other service areas.
Example indicators for determining risk rating	Significant compliance gaps. Mandatory qualifications/training not met. Not authorised by regulator and/or organisation.	Recurrent compliance lapses. Uncertainty that premises meets requirements. Recently reported incident. Concerns that behaviour could lead to professional misconduct. Workflow issues (time, staffing).	Minor gaps detected in adherence to professional standards. Measures have been implemented to address compliance gaps.	All necessary qualification/training are current for all staff undertaking activity. All recent regulatory audits have been passed without incident. Workflow efficient even during peak periods. Little or no recent incidents or near misses. Good leadership and accountability.

Where do I start? Example risk questions

Introducing a new service

"We're considering introducing a new clinical service that staff in the pharmacy do not have experience delivering. What should we assess before proceeding?"

Operational/management

"Demand for our vaccination service has increased significantly. How can we determine whether our staffing, workflows and resources remain safe and sustainable?"

Specialised pharmacy services

"A specialised service we provide (e.g. complex compounding, ODT, pharmacist prescribing) involves higher clinical or technical complexity than routine practice. How can we identify and manage additional risks?"

Post incident

"A near miss or incident has occurred. How can we learn from it and implement changes to reduce the likelihood of recurrence?"

TODAY'S DATE:	COMPLETED BY:
<b style="color: #e67e22;">RISK QUESTION: Service/activity:	

Risk category	Risks	Initial risk level	Actions	Responsible	Timeframe	Outcomes	Adjusted risk level	Review date
EXAMPLE Reg & Comp <i>(Risk question: Do we have the required facilities, resources and equipment to deliver a vaccination service?)</i>	Emergency kit unavailable.	Critical	Prepare emergency kit and place in consult room	Pharmacist A	Before service implemented – one week	Emergency kit in place. Procedure developed for regular emergency kit checks	Moderate	Immediately replace any items used. Monthly – check expiry dates and stock levels
1. Regulatory and Compliance Relates to requirements of the law, regulations, policies or guidelines								
2. Clinical Relates to the risk of an adverse outcome during patient care that compromises patient safety								
3. Professional Practitioner-focused and associated with your professional actions, decisions or practice								
4. Ethical Relates to potential for your actions and decisions to conflict with your moral or ethical principles								
5. Operational Relates to day-to-day logistics and workflow of the pharmacy, e.g. staffing, procedures, protocols								