



INFORMATION REPORT

TO:	Mayor and Members Board of Health
COMMITTEE DATE:	October 16, 2017
SUBJECT/REPORT NO:	Public Health Services Risk Management Framework (BOH17039) (City Wide)
WARD(S) AFFECTED:	City Wide
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Council Direction:

Not Applicable.

Information:**Risk Management Overview**

Organizational risk exists when there is the chance of something happening that will have an impact on achieving desired results. As uncertainty is present in all situations, risk is inherent in all of the work we do. It is an ongoing challenge for Public Health Services (PHS) to continually maintain and improve service delivery within a complex and changing environment that creates greater uncertainty and risk. Proper risk management is an essential organizational practice to ensure continuity of services and achievement of goals.

Risk management involves a systematic approach to setting the best course of action under uncertainty by identifying, assessing, understanding, acting on, and communicating risk issues. Engaging in risk management practices is a proactive approach that works to identify organizational risk and reduce uncertainty before it happens. Development of action plans that minimize the likelihood or impact of risk occurring sets boards of health up for greater success in achieving organizational objectives. Risk management is a dynamic process needing regular review and ongoing monitoring.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Provincial Risk Management Requirements for Public Health Units

Within the Ministry of Health and Long-Term Care's new Accountability Framework and Organizational Requirements for public health, it is a continued expectation that boards of health provide oversight and governance direction on risk management. As per the organizational requirements, each board of health is expected to have a formal risk management framework in place that identifies, assesses and addresses organizational risk. The purpose of a risk management framework is to ensure that boards of health are aware of, take action and mitigate known risks that may have a negative impact on the public's health or the organization. Boards of health are now required to annually submit a risk management report to the Ministry of Health and Long-Term Care that provides an overview of their risk management framework as part of the new Annual Service Plan and Budget.

The Ontario Public Service Risk Management Framework (Appendix A) has been provided to public health units to help guide the development of a risk management framework. The framework outlines the risk management process and fourteen categories to consider when identifying organizational risk. The framework further helps to prioritize risks using a risk prioritization matrix based on the likelihood that a risk is to occur and the potential impact that the risk may have on the organization. The PHS senior leadership team has used the Ontario Public Service Risk Management Framework to begin to identify and assess risks at the departmental level within each of the risk categories. PHS is in discussion with Audit Services to ensure that the resulting PHS risk management framework aligns with the City of Hamilton direction for enterprise risk management.

Next Steps

The PHS senior leadership team will continue to use the Ontario Public Service Risk Management Framework to identify the top departmental risks and develop action plans to inform the PHS risk management framework. PHS will work to integrate risk management practices into all levels of program planning and operations to minimize potential impact on service delivery. The PHS risk management framework will come forward to the Board of Health for approval in November 2017 and will be submitted through the completion of a Risk Management Report to the Ministry of Health and Long-Term Care as part of the Annual Service Plan and Budget in March 2018.

Appendices:

Appendix A to Report BOH17039 – Ontario Public Service Risk Management Framework