

# Leveraging Technology To Manage Risk

*How Incidents, Failing Leadership & A Crisis Led To Innovation*



## School Background

- Residential program 25+ years
- Failing leadership
- Poor or non-existent RM systems
- Poor staff training



## Incidents

- Series of non-reported injuries
- Staff forgetting student medications
- Staff failing to communicate with parents, carers & the main school



## Catalyst

- Student dives into a bed of oysters
- Idea to solve problem, strikes in hospital waiting room
- Led to a review of wider systemic organisational failings



## Risk Review

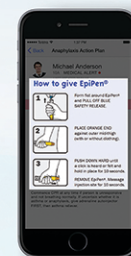
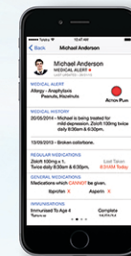
- 3 Weeks reviewing every system
- Identified significant gaps
- Created simple repeatable processes
- Built an easy to use mobile app
- App has reminder notifications for:
  - Injury treatment & check-ups
  - Calling parents
  - Administering medications

## Critical App Data Capture



## The Results

- School rejected the idea
- Failing leadership continued
- Innovation taken elsewhere
- Improved field practices



## Key Takeaways

- Crisis leads to innovation
- Toxic workplaces reject good RM
- Innovation helps field practices
- Training still critical to success