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
- Date & Time
- GPS Location
- Photos
- Video
- Calls Made
- Voice Recording

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

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