



## Risk Rating Scales

### Potential Impact Scale

Dimension	Very Low	Low	Medium	High	Very High
Physical/ psychological harm	<ul style="list-style-type: none"> <li>Minimal harm, no/minimal intervention or treatment</li> <li>No time off work</li> </ul>	<ul style="list-style-type: none"> <li>Minor harm or illness, minor intervention</li> <li>Time off work for &lt;3 days</li> <li>Increase in LOS by 1-3 days</li> </ul>	<ul style="list-style-type: none"> <li>Moderate harm, professional intervention</li> <li>Time off work for 4-14 days</li> <li>Increase in LOS by 4-15 days</li> <li>Small number of patients</li> </ul>	<ul style="list-style-type: none"> <li>Major harm leading to long-term incapacity disability</li> <li>Time off work for &gt;14 days</li> <li>Increase in LOS by &gt;15 days</li> <li>Mismanagement of patient care with long-term effects</li> </ul>	<ul style="list-style-type: none"> <li>Incident may lead to death</li> <li>Multiple permanent instances of harm, irreversible health effects</li> <li>Large number of patients</li> </ul>
Disengaged staff/ physicians	<ul style="list-style-type: none"> <li>Low level of internal grievances</li> </ul>	<ul style="list-style-type: none"> <li>Grievances occurring but not in large numbers</li> </ul>	<ul style="list-style-type: none"> <li>Grievances show an increasing pattern</li> <li>Low staff morale</li> </ul>	<ul style="list-style-type: none"> <li>Grievances are increasing and more pervasive</li> <li>Very low staff morale</li> </ul>	<ul style="list-style-type: none"> <li>Grievances preoccupy the organization, arbitration and external review</li> <li>Loss of several key staff</li> </ul>
Financial loss	<ul style="list-style-type: none"> <li>Small loss</li> </ul>	<ul style="list-style-type: none"> <li>1% of budget</li> </ul>	<ul style="list-style-type: none"> <li>1-2% of budget</li> </ul>	<ul style="list-style-type: none"> <li>2-5% of budget</li> </ul>	<ul style="list-style-type: none"> <li>&gt;5% of budget</li> </ul>
Reputation with stakeholders (including: community, donor, media, gov't, public, partners)	<ul style="list-style-type: none"> <li>Rumours</li> <li>Potential stakeholder concern</li> </ul>	<ul style="list-style-type: none"> <li>Local media coverage (short term)</li> <li>Elements of stakeholder expectation not being met</li> </ul>	<ul style="list-style-type: none"> <li>Local media coverage (sustained)</li> <li>Short-term reduction in stakeholder confidence</li> </ul>	<ul style="list-style-type: none"> <li>National media coverage (short-term)</li> <li>Potential for political involvement</li> <li>Longer-term reduction in stakeholder confidence</li> </ul>	<ul style="list-style-type: none"> <li>National media coverage (sustained)</li> <li>Political intervention</li> <li>Sr. leader termination</li> <li>Long-term reduction in stakeholder confidence</li> </ul>
Service/ business interruption	<ul style="list-style-type: none"> <li>Interruption of &gt;1 hour</li> </ul>	<ul style="list-style-type: none"> <li>Interruption of &gt;8 hours</li> </ul>	<ul style="list-style-type: none"> <li>Interruption of &gt;1 day</li> </ul>	<ul style="list-style-type: none"> <li>Interruption of &gt;1 week</li> </ul>	<ul style="list-style-type: none"> <li>Permanent loss of service or facility</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>Minor non-compliance statutory duty</li> </ul>	<ul style="list-style-type: none"> <li>Single failure to meet external standards or follow protocol</li> <li>Recommendations to comply with external agency</li> </ul>	<ul style="list-style-type: none"> <li>Repeated failures to meet external standards</li> <li>Orders issued, report required by external agency</li> </ul>	<ul style="list-style-type: none"> <li>Multiple statutory breaches /non-compliance with external standards</li> <li>Prolonged inspection, significant findings</li> <li>Prosecution initiated for non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>Gross failure to meet standards</li> <li>Maximum fines</li> <li>Criminal code violation</li> <li>Impact on affiliation agreements</li> </ul>
Business objectives/ projects	<ul style="list-style-type: none"> <li>Insignificant schedule delay</li> </ul>	<ul style="list-style-type: none"> <li>Minor schedule delay</li> <li>Small number of objectives not met</li> </ul>	<ul style="list-style-type: none"> <li>Moderate schedule delay</li> <li>Some objectives not met</li> </ul>	<ul style="list-style-type: none"> <li>Significant schedule delay</li> <li>Key objectives not met</li> </ul>	<ul style="list-style-type: none"> <li>Initiative not implemented</li> <li>Key objectives not met</li> </ul>

### Likelihood Scale

Category	Very low	Low	Medium	High	Very high
Broad descriptors	<ul style="list-style-type: none"> <li>Will probably never occur/recur</li> </ul>	<ul style="list-style-type: none"> <li>Do not expect it to happen/recur but it is possible</li> </ul>	<ul style="list-style-type: none"> <li>Might happen or recur occasionally</li> </ul>	<ul style="list-style-type: none"> <li>Will probably happen/recur</li> </ul>	<ul style="list-style-type: none"> <li>Will undoubtedly happen/recur, possibly frequently</li> </ul>
Time-frame	<ul style="list-style-type: none"> <li>Not expected to occur for years</li> </ul>	<ul style="list-style-type: none"> <li>Expected to occur at least annually</li> </ul>	<ul style="list-style-type: none"> <li>Expected to occur at least monthly</li> </ul>	<ul style="list-style-type: none"> <li>Expected to occur at least weekly</li> </ul>	<ul style="list-style-type: none"> <li>Expect to occur at least daily</li> </ul>
Probability	<ul style="list-style-type: none"> <li>&lt;0.1%</li> </ul>	<ul style="list-style-type: none"> <li>0.1-1%</li> </ul>	<ul style="list-style-type: none"> <li>1-10%</li> </ul>	<ul style="list-style-type: none"> <li>10-50%</li> </ul>	<ul style="list-style-type: none"> <li>&gt;50%</li> </ul>

Adapted from NPSA, 2008