

- Risk Heat Map Version 2 -

FOR RISKMAN VERSION 2406

Last reviewed June 2023

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INTRODUCTION

The Heat Map is a visual representation of risks entered and managed in Riskman. It is a valuable tool that helps to assess, prioritise, and communicate risks effectively. The Heat Map uses color-coding to represent the magnitude or impact of risks and their likelihood of occurring.

The risk categories and factors are organised in a grid / matrix format, with the risk categories on one axis and the risk factors on the other. Each cell in the grid corresponds to a specific risk within a category, and its colour indicates the risk's overall risk level.

By using the Heat Map, you can gain a clear visual understanding of your risk landscape. This aids in prioritising which risks need immediate attention, allocating resources for risk mitigation, and making informed decisions about risk tolerance and acceptance.

WORKING WITH THE HEAT MAP

Reading the Heat Map

Each individual risk within your risk register is displayed on your Heat Map. Each risk can be identified by its ID number on the Risk Matrix. In the image below, we can see risk ID 459 is displayed in the matrix with the consequence of **Moderate** and Likelihood of **Unlikely**.

| Double click for display options | | | | | | Print | PDF |
|----------------------------------|---------------|----------|----------|-------|--------------|-------|-----|
| Likelihood | Consequences | | | | | | |
| | Insignificant | Minor | Moderate | Major | Catastrophic | | |
| Almost Certain (A) | 460 | 466 | 465 | | | | |
| Likely (B) | 458 | | 461 | 467 | 464 | | |
| Possible (C) | | | | | | | |
| Unlikely (D) | | 462, 463 | 459 | | | | |
| Rare (E) | | | | | | | |

Inherent and Acceptable Risk

If you place your cursor on the ID number 459, you can see the **Inherent Risk Rating** and **Acceptable Risk Rating**

| Likelihood | Consequences | | |
|--------------------|---------------|-------|----------|
| | Insignificant | Minor | Moderate |
| Almost Certain (A) | 460 | 466 | 465 |
| Likely (B) | 458 | | 461 |
| Possible (C) | | | |
| Unlikely (D) | 459 | 462 | 459 |
| Rare (E) | | | |

The green star ★ indicates the Acceptable risk rating with the red star ★ indicating the Inherent risk rating. With the risk ID number being placed in the location of where the risk is rated at as of today

Risk Summary and Details

When reviewing the risk Heat Map, you may want to view the details and summary of a risk. If you click the ID number of the risk you need to view, this will display details of the selected risk.

| Likelihood | Consequences | | | | |
|--------------------|---------------|-------|----------|-------|--------------|
| | Insignificant | Minor | Moderate | Major | Catastrophic |
| Almost Certain (A) | 460 | 466 | 465 | | |
| Likely (B) | 458 | | 461 | | |
| Possible (C) | | | | | |
| Unlikely (D) | | 462 | 459 | | |
| Rare (E) | | | | | |

[Click here to review/edit this Risk](#)

Risk ID 459

Risk Level

Summary Description Clinical Protocols: Develop and regularly update clinical protocols and guidelines to minimize the risk of medical errors. Staff Training: Provide ongoing training to healthcare staff on patient safety, infection control, and the proper use of medical equipment. Quality Assurance: Implement a robust quality assurance and peer-review process to identify and rectify potential issues.

Risk Status Provisional

Risk Domain Client Quality & Safety

Region

Risk Owner Andrew.Young

Residual Risk Medium

Next Review Date 10 Mar 2023

You can open the risk record by clicking on **Click here to review / edit the risk**

Click here to review/edit this Risk
✕

Risk ID 459

Risk Level

Summary Description Clinical Protocols: Develop and regularly update clinical protocols and guidelines to minimize the risk of medical errors. Staff Training: Provide ongoing training to healthcare staff on patient safety, infection control, and the proper use of medical equipment. Quality Assurance: Implement a robust quality assurance and peer-review process to identify and rectify potential issues.

Risk Status Provisional

Risk Domain Client Quality & Safety

Region

Risk Owner Andrew.Young

Residual Risk Medium

Next Review Date 10 Mar 2023

Filtering Risks

You can determine what risks are displayed on the Heat Map. For example, you may only want to view all project risks opposed to strategic risks.

Double click on the Heat Map header (1) or click the drop-down icon (2)

| Likelihood | | Consequences | | | | |
|--------------------|-----|---------------|-------|----------|-------|--------------|
| | | Insignificant | Minor | Moderate | Major | Catastrophic |
| Almost Certain (A) | 460 | 466 | 465 | | | |
| Likely (B) | 458 | | 461 | 467 | 464 | |

This will display all filter options available for your Heat Map.

Double click for display options
Print
PDF

Show Scores Apply Filters

By Risk Level:

By Location:

By Risk Domain:

By Region:

By Risk Status:

By Overall Controls Assessment:

By clicking on each of the filter options, it will display the values available to filter by.

By Risk Level: By Region:

By Location: By Risk Status:

By Risk Domain:

By Overall Controls Assessment:

| | | Consequences | | |
|---------------|-----|--------------|-------|--|
| | | Moderate | Major | |
| Insignificant | 460 | 465 | | |

- {ALL}
- Client Quality & Safety
- Enterprise
- Finance
- Governance, Regulatory & Compliance
- IT, Data, Business Continuity
- People & Culture

Once all filters have been applied, click **Apply Filters**

Double click for display options Print PDF

Show Scores **Apply Filters**

By Risk Level: By Region:

By Location: By Risk Status:

By Risk Domain: By Overall Controls Assessment:

Show the Heat Map Scores

You can display the scores on the Heat Map for each cell. Double click on the Heat Map header (1) or click the drop-down icon (2)

Double click for display options Print PDF

| Likelihood | Consequences | | | | |
|--------------------|---------------|-------|----------|-------|--------------|
| | Insignificant | Minor | Moderate | Major | Catastrophic |
| Almost Certain (A) | 460 | 466 | 465 | | |
| Likely (B) | 458 | | 461 | 467 | 464 |

This will display all filter options available for your Heat Map. Click the check box displayed next to **Show Scores**. Click **Apply Filters**

Double click for display options Print PDF

Show Scores **Apply Filters**

By Risk Level: By Region:

By Location: By Risk Status:

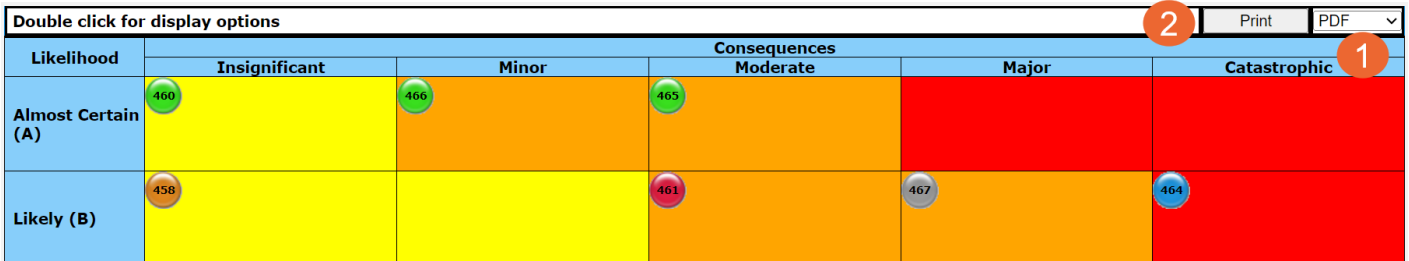
By Risk Domain: By Overall Controls Assessment:

| Likelihood | Consequences | | | | |
|--------------------|---------------|-----------|-----------|----------|--------------|
| | Insignificant | Minor | Moderate | Major | Catastrophic |
| Almost Certain (A) | 460 18 | 466 10 | 465 8 | 3 | 1 |
| Likely (B) | 458 19 | 16 | 461 9 | 467 6 | 464 2 |
| Possible (C) | 23 | 17 | 14 | 7 | 4 |
| Unlikely (D) | 462 24 | 463 21 | 459 15 | 12 | 5 |
| Rare (E) | 25 | 22 | 20 | 13 | 11 |

Printing the Heat Map

The Heat Map can be printed if needed or you require a copy to be saved for distribution to those who don't have access to the Heat Map or RiskMan.

1. Select the file format
2. Click **Print**



NOTE: A global setting for the Risk Heat Map printing, in order to enable the image to be captured within the Web Browser instead of being stored to disk in order to ensure the image prints correctly.

In order to use this new option, the below global setting will need to be enabled:

- Registers | Risk | 300) When generating Heat Map image, use Web Browser image

Registers

- > Feedback
- > Feedback
- > Incidents
- ▼ Risk
 - > Item Entry Defaults
 - > Mail
 - 200) URL for the 'Consequences' descriptions page in Risk Stratification (leave empty for none)
 - 210) URL for the 'Likelihood' descriptions page in Risk Stratification (leave empty for none)
 - 270) Risk Register Risk Matrix display style.
 - 300) When generating Heat Map image, use WebBrowser image**

Yes No

When Yes, Risk Heat Map will be generated using new image capture code.
When No, Risk Heat Map will be generated using the previously existing component which may work inconsistently.

HEAT MAP ADMINISTRATION

Permissions

Users need to be permissioned to view the Heat Map Version 2. This can be done via User Templates. The option sits under the risk template Reporting Permissions as **Can View Heat Map Vsn 2**.

If you are using the Heat Map version 2, be sure to remove the permission to the Heat Map version 1 so both Heat Map options aren't visible to the user and they're only using the most recent version.

If required, please refer to the user guide titled **User Templates** to apply this permission. This can be found by navigating to **Help > Reference Guides > Select your RiskMan version**

Filter Fields Set Up

The system administrator can determine what filters are available to users when working with the Heat Map. The filters can only be fields available within the risk form and fields that are used as drop-down lists. For this example, in the available filter options, there is no **Consequence Sub Domain** field available to filter by.

Double click for display options Print PDF

Show Scores Apply Filters

| | |
|---|---|
| By Risk Level: <input type="text" value="Click to select Risk Level(s)"/> | By Region: <input type="text" value="Click to select Region(s)"/> |
| By Location: <input type="text" value="Click to select Location(s)"/> | By Risk Status: <input type="text" value="Click to select Risk Status(s)"/> |
| By Risk Domain: <input type="text" value="Click to select Risk Domain(s)"/> | By Overall Controls Assessment: <input type="text" value="Click to select Overall Controls Assessment(s)"/> |

To add this fields as an option, navigate to **Administration > List and Code Maintenance**.

1. Locate the **(Risk Register) Heat Map Filter Fields** list in the List Name drop down
2. Click the + icon to add a new row in the table
3. Locate the field you want to create a filter for. In this example, we have selected **Consequence Sub Domain**
4. Add the sort order for where this filter will sit on the Heat Map
5. Click **Save**

Edited rows require saving

List & Codes Maintenance

List Name: (Risk Register) Heat Map Filter Fields [HeatMapFilterOptions_Risk] Lists for Register:

This list defines the fields that should be available in the filter options section on the RiskHeatMap page.

| Field | SortOrder | |
|-------------------------------|-----------|--|
| Consequence Sub-Domain | 7 | |
| Risk Level | 1 | |
| Region | 2 | |
| Location | 3 | |
| Risk Status | 4 | |
| Risk Domain | 5 | |
| Overall Controls Assessment | 6 | |
| Create Filter | | |

If you view the Heat Map filters now, you will see the field option is now available along with its values

By Risk Level:

By Location:

By Risk Domain:

By Consequence Sub-Domain:

By Region:

By Risk Status:

By Overall Cor:

{ALL}

Business Impact(IT outage or other eg flood)

Client abuse/ exploitation

Client injury or death where systemic failure contributes

Client outcomes

Client self harm without systemic failure

Data breach

If required, please refer to the user guide titled **List & Code Maintenance**. This can be found by navigating to **Help > Reference Guides > Select your RiskMan version**

Summary Field Set Up

One of the options available in the Heat Map is the ability to view a summary of each risk when you click on its ID number.

| Likelihood | Consequences | | | |
|--------------------|---------------|-------|----------|-------|
| | Insignificant | Minor | Moderate | Major |
| Almost Certain (A) | 460 | 466 | 465 | |
| Likely (B) | 458 | | | |
| Possible (C) | | | | |
| Unlikely (D) | | | | |
| Rare (E) | | | | |

[Click here to review/edit this Risk](#)

Risk ID 465

Risk Level Enterprise Risk

Summary Description Test Risk for Risk Register

Risk Status Provisional

Region Integrated

Risk Owner Andrew.Young

Residual Risk High

Next Review Date 15 Sep 2022

[Click here to review/edit this Risk](#)

Risk ID 465

Risk Level Enterprise Risk

Summary Description Test Risk for Risk Register

Risk Status Provisional

Region Integrated

Risk Owner Andrew.Young

Residual Risk High

Next Review Date 15 Sep 2022

System administrators can determine what detail is displayed in the risk summary. In this example, the summary does not have the **Risk Domain** displayed.

To add this field as an option, navigate to **Administration > List and Code Maintenance**.

1. Locate the **(Risk Register) Heat Map Summary Options** list in the List Name drop down
2. Click the + icon to add a new row in the filter table
3. Locate the field you want to add to the summary. In this example, we have selected **Risk Domain**
4. Add the sort order for where this information will sit in the summary
5. Click **save**

Edited rows require saving

List & Codes Maintenance

1 List Name: (Risk Register) Heat Map Summary Options [HeatMapSummary_F] Lists for Register:

This list defines the fields that should be available in the Summary section on the Risk Register Heat Map page.

| Field | SortOrder | |
|---------------------|-----------|--|
| Risk Domain | 4 | |
| Risk Level | 1 | |
| Summary Description | 2 | |
| Risk Status | 3 | |
| Region | 5 | |
| Risk Owner | 6 | |
| Residual Risk | 7 | |
| Next Review Date | 8 | |

[Create Filter](#)

Now the Risk Domain field is visible in the risk summary

[Click here to review/edit this Risk](#)

Risk ID 459

Risk Level

Summary Description Clinical Protocols: Develop and regularly update clinical protocols and guidelines to minimize the risk of medical errors. Staff Training: Provide ongoing training to healthcare staff on patient safety, infection control, and the proper use of medical equipment. Quality Assurance: Implement a robust quality assurance and peer-review process to identify and rectify potential issues.

Risk Status Provisional

Risk Domain Client Quality & Safety

Region

Risk Owner Andrew.Young

Residual Risk Medium