

Risk Assessment Framework in Decision-Making

When reviewing cases, the Inquiries, Complaints, and Reports Committee (ICRC) uses a Risk Assessment Framework to ensure decisions are consistent and appropriate.

The framework helps measure the level of risk to patient safety and to make a decision that fits the risk.

When making a decision, ICRC considers:

- The nature of complaint:
 - Was it related to the exam/vision care, or was it related to professional behaviour?
 - Are there allegations of sexual abuse/misconduct/incompetence?
 - Did the optometrist ignore a recommendation or order they previously received from ICRC?
 - Is the optometrist currently under a criminal investigation or have a conviction?
- What was the level of risk to the patient and/or patient's health?
- Did the optometrist maintain the standards of practice of the profession?
- How would the optometrist's conduct be characterized? (i.e., minimal risk exposure; significant but unintentional; reckless/deliberate/intentional)?
- Did the optometrist show gaps in knowledge, skill, or judgement?
- Is there a prior history; if so, were the issues related?
- Did the optometrist respond in a way that showed they were willing to improve or learn from the experience?

Based on these questions, the ICRC categorizes the complaint by level of risk and makes a decision that is appropriate for that risk level:

