

Risk Assessment Matrix

	Low Impact	Medium Impact	High Impact
Low Likelihood	---	---	R3 Low Severity
Medium Likelihood	---	R5 Low Severity	R2 Mid Severity
High Likelihood	---	R1, R4 Mid Severity	R6 High Severity

Severity Legend:

High (Severity = 4): Immediate attention required

Mid (Severity = 3): Monitor and manage

Low (Severity = 2): Regular review

Risk Key:

R1: Resistance from senior staff to adopt new systems

R2: System downtime exceeding 1 hour/month

R3: Data breaches compromising patient confidentiality

R4: Delays in IT integration with legacy systems

R5: Poor patient adoption of online scheduling

R6: Manual processes leading to resource bottlenecks

SWOT Analysis for HealthFirst Care Initiative

Strengths	Weaknesses
Strong leadership commitment	Manual workflows causing inefficiencies
Reliable datasets (appointments, feedback)	Staff resistance to change
Clear business objectives & stakeholder engagement	Dependence on legacy systems
Cloud-based scalable infrastructure	Limited IT staff availability
Opportunities	Threats
Process automation & HIS integration	Risk of data breaches & HIPAA violations
Enhanced staff training and engagement	Change resistance from senior staff
Better patient engagement via SMS/email	Budget & time constraints
Centralized issue tracking & communication	Integration delays with legacy tech