Risk Matrix and Mitigation Plan

# 1. Mitigation Strategies for High-Priority Risks

The following table includes mitigation strategies proposed for high-priority risks identified in the project Risk Register. These strategies aim to reduce the likelihood and/or impact of the risks, thereby improving project resilience.

Risk ID: R001  
Description: Manual scheduling process causes delays and errors.  
Likelihood: High  
Impact: High  
Severity: Critical  
Mitigation Strategy: Implement an automated scheduling platform with real-time conflict checks.  
  
Risk ID: R002  
Description: Staff resistance to new digital tools.  
Likelihood: Medium  
Impact: High  
Severity: High  
Mitigation Strategy: Provide mandatory training, assign departmental champions, and schedule regular feedback sessions.

Risk ID: R003  
Description: Patient data breach due to poor cybersecurity.  
Likelihood: Medium  
Impact: High  
Severity: High  
Mitigation Strategy: Conduct regular data security audits, enforce encryption protocols, and implement multi-factor authentication.  
  
Risk ID: R004  
Description: System downtime during peak hours.  
Likelihood: Medium  
Impact: Medium  
Severity: Medium  
Mitigation Strategy: Set up system redundancy, conduct routine maintenance, and prepare quick-recovery support scripts

.

Risk ID: R005  
Description: Inconsistent resource utilization across departments.  
Likelihood: High  
Impact: Medium  
Severity: Medium  
Mitigation Strategy: Deploy a centralized resource management dashboard to track and balance usage in real-time.  
  
Risk ID: R006  
Description: Budget overruns due to underestimation of system costs.  
Likelihood: Low  
Impact: Medium  
Severity: Medium  
Mitigation Strategy: Maintain contingency budget, conduct quarterly budget reviews, and implement budget tracking tools.



# 2. Contingency Plans

These contingency plans are designed to manage the high-priority risks in case they materialize despite mitigation efforts. Each plan includes immediate actions to contain the risk, minimize disruption, and recover project timelines.

Risk ID: R001  
Contingency Plan: Shift to manual paper-based scheduling temporarily, increase admin staff coverage during high-volume periods, and notify patients of delays.

Risk ID: R002  
Contingency Plan: If resistance continues, introduce change champions within departments, extend training duration, and provide one-on-one support sessions.

Risk ID: R003  
Contingency Plan: Immediately isolate affected systems, notify IT security team, conduct root cause analysis, and communicate breach resolution to stakeholders.  
  
Risk ID: R004  
Contingency Plan: Switch to backup systems, notify stakeholders of delay, and activate emergency IT support to restore operations.

Risk ID: R005  
Contingency Plan: Temporarily reassign staff and equipment from low-load to high-load departments and alert department heads to adjust workflows.  
  
Risk ID: R006  
Contingency Plan: Reallocate resources from non-critical areas, escalate to project finance team, and delay optional features if required to control budget.



# 3. Conclusion

By integrating proactive mitigation strategies and clear contingency plans, the HealthFirst Care project ensures preparedness against key operational risks. This approach enables timely responses to disruptions, maintains stakeholder confidence, and supports overall project success.