Risk Register

Risk ID	Risk Description	Risk Category	Likelihood	Impact	Severity	Mitigation Strategy	Calculated Severity
HF-R001	Sensitive patient data could be compromised during process changes.	Technical	Medium	High	High	To be determined	High
HF-R002	Staff may resist adopting new workflows due to insufficient training.	Operational	High	Medium	High	To be determined	High
HF-R003	Inefficient appointment scheduling leading to a high rate of no-shows (17.78%) and cancellations (15.56%).	Operational	High	Medium	High	To be determined	High
HF-R004	Long patient wait times (average 40.25 minutes) and negative feedback rate (25%) indicating potential dissatisfaction.	Operational	High	High	High	To be determined	High
HF-R005	Staff may not receive adequate training on new workflows or technologies.	Operational	Medium	Medium	Medium	To be determined	Medium
HF-R006	New or existing systems may experience unexpected downtime.	Technical	Low	High	Medium	To be determined	Medium
HF-R007	Staff may not fully adopt the new workflows or technologies.	Stakeholder	Medium	Medium	Medium	To be determined	Medium
HF-R008	Stakeholders may have differing or unclear expectations for the project.	Stakeholder	Low	Medium	Low	To be determined	Low
HF-R009	Unavailability of resources (11.63%) may hinder timely patient care and service delivery.	Operational	Medium	Medium	Medium	To be determined	Medium
HF-R010	Challenges in integrating new systems with existing infrastructure.	Technical	Low	Medium	Low	To be determined	Low

Risk Assessment Matrix

3x3 Risk Assessment Matrix (Likelihood vs. Impact

	High	Medium
High	1	2
Low	1	2
Medium	1	3

Likelihood (y-axis) vs. Impact (x-axis)
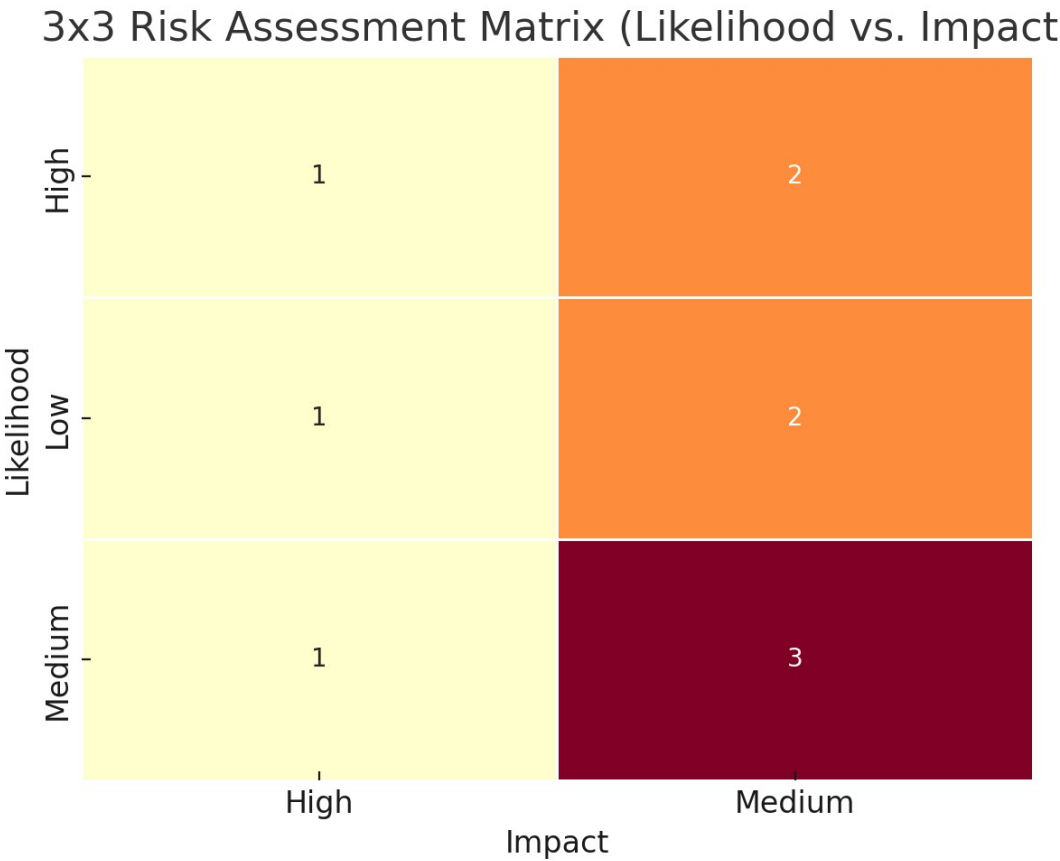
SWOT Analysis for HealthFirst Care – Healthcare Project Risk Management

Strengths:

- **Strong leadership and internal audit involvement in risk oversight.**
- **Existing infrastructure supports risk tracking and response planning.**
- **Reliable collection of performance metrics, such as patient wait times.**

Weaknesses:

- **Resistance from staff toward new workflows and technologies.**
- **Manual or fragmented workflows leading to inefficiencies.**

- **Limited training on new systems, impacting staff readiness.**

- **Unclear expectations among stakeholders delaying project alignment.**

Opportunities:

- **Staff training programs can improve adoption and reduce resistance.**

- **Process automation (e.g., HRIS, scheduling tools) to streamline operations.**

- **Improved stakeholder engagement through clearer communication strategies.**

- **Stronger data integration to reduce technical risks and silos.**

Threats:

- **Data privacy concerns due to the handling of sensitive patient information.**

- **Integration challenges between new and legacy systems.**

- **Potential delays in implementation due to limited resource availability.**

- **Continued resistance from stakeholders or staff if change management is inadequate.**