Risk Mitigation Plan – HealthFirst Care

# Task 1: Mitigation Strategies for High-Priority Risks

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| Risk ID | Description | Category | Likelihood | Impact | Severity | Mitigation Strategy |
| HF-R001 | Sensitive patient data could be compromised during process changes | Technical | Medium | High | High | Conduct security audits, implement encryption, apply role-based access, train staff on data policies |
| HF-R002 | Staff may resist adopting new workflows due to insufficient training | Operational | High | Medium | High | Implement training programs, feedback loops, assign change champions |
| HF-R003 | Inefficient appointment scheduling causing no-shows and cancellations | Operational | High | Medium | High | Deploy automated scheduling, send reminders, allow easy rescheduling |
| HF-R004 | Long patient wait times and negative feedback | Operational | High | High | High | Optimize patient flow, use check-in kiosks, monitor KPIs weekly |
| HF-R007 | Staff may not fully adopt new workflows or technologies | Stakeholder | Medium | Medium | Medium | Increase engagement, conduct pilots, assign user advocates |
| HF-R010 | Challenges integrating new systems with legacy infrastructure | Technical | Low | Medium | Low | Conduct integration testing, allocate extra time, involve SMEs |

# Task 2: Contingency Plans for High-Priority Risks

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| Risk ID | Contingency Plan |
| HF-R001 | Isolate affected systems, activate incident response, notify stakeholders, conduct forensic investigation. |
| HF-R002 | Pause rollout, conduct intensive training, involve staff in redesign. |
| HF-R003 | Implement waitlist or overbooking buffer, re-analyze algorithms. |
| HF-R004 | Deploy response team, increase staff during peaks, provide wait time updates. |
| HF-R007 | Conduct refresher training, simplify processes based on feedback. |
| HF-R010 | Use manual workarounds, escalate to vendor, communicate delays. |