**Risk Matrix and Mitigation Strategies**

**Project name:** Enhancing Operational Efficiency in a Multi-Specialty Hospital

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**Updated Risk Matrix with mitigation strategies**

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| **Risk ID** | **Risk Description** | **Risk Category** | **Likelihood** | **Impact** | **Severity** | **Mitigation Strategy** |
| R01 | Scheduling conflicts from incomplete system integration | Technical | High | High | High | Rollout system integration as quickly as possible |
| R02 | System glitches that cause appointment delays/errors | Technical | Medium | High | High | Monitoring and quick fixes |
| R03 | Limited staff availability | Operational | Medium | Medium | Medium | Plan human & resource allocation |
| R04 | Overbooked doctor schedules that cause patient dissatisfaction | Operational | High | High | High | Improve scheduling and reduce overbooked |
| R05 | Patients experience longer wait times during system transfer | Stakeholder | Medium | High | High | Schedule upgrades during low patient time |
| R06 | Staff resistance to new scheduling system | Stakeholder | Medium | Medium | Medium | Provide intensive training and a guidebook |
| R07 | Data breaches due to system integration | Technical | Low | High | Medium | Apply strong cybersecurity measures |
| R08 | Budget and time constraints limit project scope | Operational | Medium | Medium | Medium | Prioritize critical features and regular progress reviews |
| R09 | Miscommunication between staff | Operational | Medium | Medium | Medium | Create clear communication channels |

**Detailed Contingency Plans for high-priority risks**

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| **Risk ID** | **Contingency Plan** |
| R01 | If scheduling conflicts happen, deploy a temporary manual override process for scheduling while developing urgent fixes and communicate delays directly to patients and staff. |
| R02 | In case of system glitches, backup appointment systems (manual or alternative digital). And IT work on emergency patches and restore normal operations as soon as possible. |
| R03 | If staff shortage delays tasks, reassign duties to available personnel or hire outsource contractors. Communicate adjusted timelines to stakeholders carefully. |
| R04 | For overbooked schedules causing dissatisfaction, implement temporary appointment caps and additional patient communication. Review schedules and adjust dynamically daily. |
| R05 | If patient wait times increase during system upgrades, deploy additional patient support staff to manage flow, provide timely updates to patients, and consider extending working hours temporarily. |
| R06 | In case of staff resistance persist, engage to encourage adoption. Offer one-on-one training sessions and address concerns through forums or surveys. |
| R07 | In case of a data breach, immediately isolate affected systems, notify IT teams and follow incident response protocols. |
| R08 | If budget/time constraints impact progress, initiate project scope review and seek additional funding or resources if possible. |
| R09 | If miscommunication leads to errors, set up daily/weekly briefings and feedback loops and utilize centralized communication tools (e.g. Slack, MS Team) for clarity. |

**Visual Risk Matrix**

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| Priority Level | Risk ID & Description | Rationale | Action Urgency |
| High | R01 – Scheduling conflicts from incomplete system integration | High likelihood and high impact; directly disrupts hospital operations and appointments. | Immediate action |
| High | R02 – System glitches causing appointment errors/delays | High impact on patient satisfaction and care delivery; may recur if not fixed. | Immediate action |
| High | R04 – Overbooked doctor schedules | Leads to poor service experience; directly impacts doctors and patients. | Immediate action |
| High | R05 – Longer patient wait times during system transfer | Affects patients during critical upgrade periods; can damage hospital reputation. | Immediate action |
| Medium | R03 – Limited staff availability | Medium severity; affects implementation pace but can be managed with planning. | Monitor closely |
| Medium | R06 – Staff resistance to new scheduling system | Moderate risk; affects adoption and efficiency if left unaddressed. | Act within 2 weeks |
| Medium | R07 – Data breaches due to integration | Low likelihood but high impact; needs prevention measures, but not an active issue yet. | Prepare proactively |
| Medium | R08 – Budget and time constraints | Realistic project pressure; may affect scope or deadlines. | Track regularly |
| Medium | R09 – Miscommunication between staff | Can cause inefficiencies; not critical but accumulates negative impact over time. | Resolve promptly |

**Key insights from the Risk Mitigation Plan**

* High-Priority Risks Require Immediate Action
* Technical and Operational Risks Are the Most Critical
* Contingency Planning Strengthens Project Resilience
* Staff Engagement and Communication Are Crucial
* Proactive Security Measures Are Necessary