



تجمع الرياض الصحي الثاني  
Riyadh Second Health Cluster

# Academic Operations Risk Management Q3 Report 2024



**PREPARED BY**

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## Executive Summary

**For:** All Training Sites in Riyadh Second Health Cluster under Academic Operation Administration

**Reporting Period:** July - September 2024

This report comprehensively evaluates the key risks associated with the Training Sites function within the Academic Operation Administration. Ten potential risks were identified and categorized as [High/Moderate/Low] based on their likelihood and impact.

As of the end of Q3, eight of the ten total risks have been successfully closed. One risk remains active and is categorized as high-priority. Additionally, one low-priority risk has been mitigated.

The current status of risk mitigation efforts is as follows:

- Moderate Risks: 100% under control
- High Risks: 80% under control
- Low Risks: 50% under control

### Training Site List:

- Prince Mohammed Bin Abdulaziz Hospital (PMAH)
- Al Yamama Hospital (YH)
- King Salman Center for Kidney Diseases (KSCKD)
- King Khalid Hospital (KKH) in Al Majmaah
- Hotat Sedir Hospital (HSH)
- Al Zulfi Hospital (ZH)
- Al Artawayah Hospital (AH)
- Tumer Hospital (TH)
- Remah Hospital (RH)
- Al Ghat Hospital (GH)



# High Risks

## 1. Communication Issues

### Impact:

- Performance delays and errors
- Hindered collaboration
- Decreased efficiency

### Mitigation:

- Establishing clear communication protocols and channels can reduce delays and errors.
- Fostering open communication between staff can enhance collaboration.
- Encouraging regular feedback loops ensures continuous improvement.

### Impact Reduction:

- Improved communication could reduce performance delays and errors by 50-70%.
- Enhanced collaboration may increase overall efficiency by 30-50%.

## 2. Errors in Data

### Impact:

- Compromised reporting and decision-making
- Potential compliance issues

### Mitigation:

- Implementing data validation procedures ensures accuracy.
- Standardizing data collection and reporting processes reduces discrepancies.
- Investing in staff training on data accuracy and best practices promotes consistent data quality.

### Impact Reduction:

- Accurate data management could reduce reporting errors by 60-80%.
- Compliance risks may decrease by 50-70%.

## 3. Inadequate Staff Training

### Impact:

- Increased errors and inefficiency
- Decreased performance quality

### Mitigation:

- Developing needs-based training programs equips staff with the necessary skills.

## High Risks

- Providing ongoing training opportunities fosters continuous professional development.

### **Impact Reduction:**

- Effective training programs could reduce errors by 50-75%.
- Performance quality may improve by 40-60%.

## 4. Limited Career Development

### **Impact:**

- Low morale and stagnation
- Higher staff turnover

### **Mitigation:**

- Creating clear career progression pathways motivates staff.
- Offering skill development and advancement opportunities increases job satisfaction.
- Implementing performance reviews with career development discussions aligns staff goals with organizational objectives.

### **Impact Reduction:**

- Career path development could improve staff morale by 40-60%.
- Turnover rates may decrease by 30-50%.

## 5. Manpower Shortage

### **Impact:**

- Overwhelming workload and burnout
- Hindered program delivery and quality

### **Mitigation:**

- Analyzing staffing needs and resource allocation ensures optimal workforce planning.
- Implementing effective recruitment strategies attracts qualified personnel.
- Offering competitive compensation and benefits packages retains staff.

### **Impact Reduction:**

- Workforce planning and recruitment could reduce workload issues by 50-70%.
- Performance quality may improve by 40-60%.

# Moderate Risks

## 1. Outdated Administrative Procedures

**Impact:**

- Decreased efficiency and staff satisfaction

**Mitigation:**

- Modernizing workflows improves efficiency.
- Streamlining processes with technology enhances staff satisfaction.

**Impact Reduction:**

- Modernized workflows could increase efficiency by 30-50%.
- Staff satisfaction may improve by 20-40%.

## 2. Low Morale of Staff

**Impact:**

- Decreased engagement and productivity

**Mitigation:**

- Addressing staff concerns through open communication and feedback mechanisms fosters a positive work environment.
- Creating a positive work environment that fosters engagement and recognition.
- Exploring opportunities for employee engagement activities.

**Impact Reduction:**

- Addressing morale issues could improve engagement by 30-50%.
- Productivity may increase by 20-40%.

## 3. Outdated and Incompatible Systems

**Impact:**

- Inefficient processes and data integration issues

**Mitigation:**

- Developing and implementing a technology upgrade plan ensures system compatibility.
- Investing in compatible systems streamlines data integration and improves efficiency.

**Impact Reduction:**

- Technology upgrades could improve process efficiency by 40-60%.
- Data integration issues may decrease by 50-70%.

# Low Risks

## 1. Budget Limitations

### Impact:

- Resource constraints and limited service scope

### Mitigation:

- Implementing effective budget management practices prioritizes resources strategically.
- Exploring alternative funding sources and cost-saving measures optimizes budget utilization.

### Impact Reduction:

- Effective budget management could improve resource allocation by 20-40%.
- Service scope and quality may increase by 10-30%.

## 2. Resistance to Change to New Advancements

### Impact:

- Delayed adoption of beneficial technologies and processes

### Mitigation:

- Developing clear communication strategies explains the benefits of new technologies and processes.
- Providing training and support helps staff adapt to changes effectively.

### Impact Reduction:

- Clear communication and support could reduce resistance to change by 30-50%.
- Adoption of new advancements may increase by 20-40%.

# Open Risk Mitigation Table

Low Risk	Moderate Risk	High Risk
		<p><b>R5:</b> Offering competitive compensation and benefits packages retains staff.</p> <p><b>R5:</b> Implementing effective recruitment strategies attracts qualified personnel.</p> <p><b>R5:</b> Analyzing staffing needs and resource allocation ensures optimal workforce planning.</p>

# Active Risk Mitigation Table

Low Risk	Moderate Risk	High Risk
<p><b>R1:</b> Implementing effective budget management practices prioritizes resources strategically.</p> <p><b>R1:</b> Exploring alternative funding sources and cost-saving measures optimizes budget utilization.</p>		



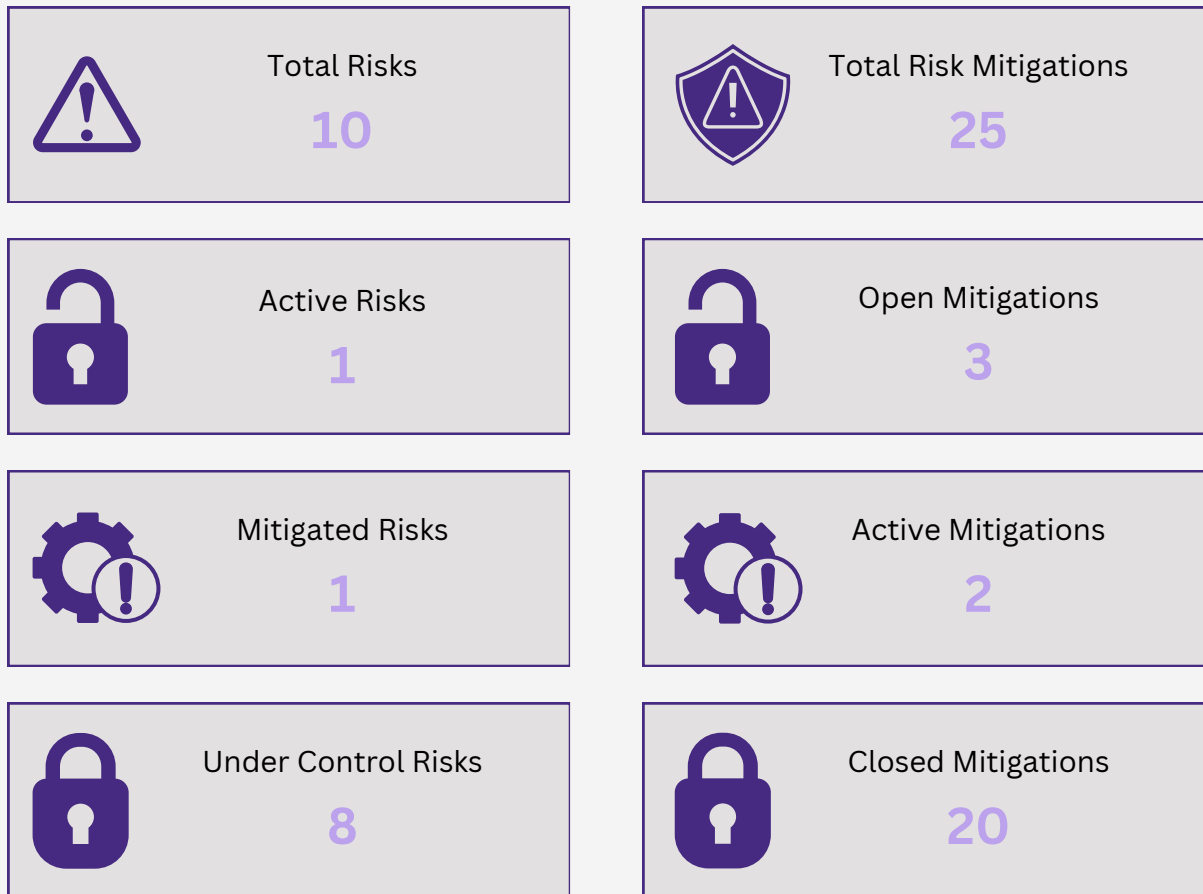
# Closed Risk Mitigation Table

Low Risk	Moderate Risk	High Risk
<p><b>R2:</b> Developing clear communication strategies explains the benefits of new technologies and processes.</p> <p><b>R2:</b> Providing training and support helps staff adapt to changes effectively.</p>	<p><b>R1:</b> Modernizing workflows improves efficiency.</p> <p><b>R1:</b> Streamlining processes with technology enhances staff satisfaction</p> <p><b>R2:</b> Addressing staff concerns through open communication and feedback mechanisms fosters a positive work environment.</p> <p><b>R2:</b> Exploring opportunities for employee engagement activities.</p> <p><b>R2:</b> Creating a positive work environment that fosters engagement and recognition.</p> <p><b>R3:</b> Developing and implementing a technology upgrade plan ensures system compatibility.</p> <p><b>R3:</b> Investing in compatible systems streamlines data integration and improves efficiency.</p>	<p><b>R1:</b> Establishing clear communication protocols and channels can reduce delays and errors.</p> <p><b>R1:</b> Fostering open communication between staff can enhance collaboration.</p> <p><b>R1:</b> Encouraging regular feedback loops ensures continuous improvement.</p> <p><b>R2:</b> Investing in staff training on data accuracy and best practices promotes consistent data quality.</p> <p><b>R2:</b> Standardizing data collection and reporting processes reduces discrepancies.</p> <p><b>R2:</b> Implementing data validation procedures ensures accuracy.</p> <p><b>R3:</b> Developing needs-based training programs equips staff with necessary skills.</p>

# Closed Risk Mitigation Table

Low Risk	Moderate Risk	High Risk
		<p><b>R3:</b> Develop needs-based training programs equips staff with the necessary skills.</p> <p><b>R3:</b> Providing ongoing training opportunities fosters continuous professional development.</p> <p><b>R4:</b> Offering skill development and advancement opportunities increases job satisfaction.</p> <p><b>R4:</b> Creating clear career progression pathways motivates staff.</p> <p><b>R4:</b> Implementing performance reviews with discussions aligns staff goals with organizational objectives.</p>

## Risk Metric Cards



## Operations Risk Breakdown

**LOW  
RISK**

2

Under Control  
1



Mitigated  
1

**MODERATE  
RISK**

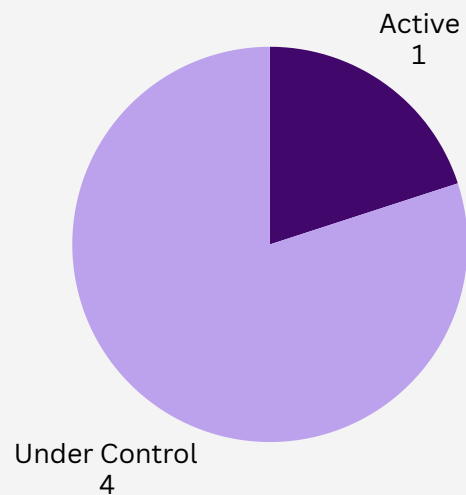
3

Under Control  
3



**HIGH  
RISK**

5



Active  
1

Under Control  
4



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