



تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

Academic Operations Risk Management Q3 Report 2024



PREPARED BY

ACADEMIC OPERATION ADMINISTRATION

☎ +966 800 127 7000 ext. 26945

✉ aoa@rc2.med.sa

Executive Summary

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

Reporting Period: October - December 2024

This report presents a comprehensive evaluation of key business risks associated with the Academic Operations Administration. Ten potential risks were identified and categorized based on their likelihood and impact as: High (5), Moderate (3), and Low (2). To address these risks, 25 strategic mitigation initiatives were developed, encompassing 14 for high-risk scenarios, 7 for moderate-risk scenarios, and 4 for low-risk scenarios.

As of the end of Q4, 80% (8 out of 10) of the identified risks have been successfully closed. One high-risk remains active.

Risk Mitigation Progress:

- Moderate Risks: 100% of mitigation strategies for moderate-risk scenarios have been successfully implemented.
- High Risks: 85.7% (12 out of 14) of mitigation strategies for high-risk scenarios have been implemented.
- Low Risks: 50% (2 out of 4) of mitigation strategies for low-risk scenarios have been implemented.

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>R5: Offering competitive compensation and benefits packages retains staff.</p> <p>R5: Implementing effective recruitment strategies attracts qualified personnel.</p>

Active Risk Mitigation Table

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

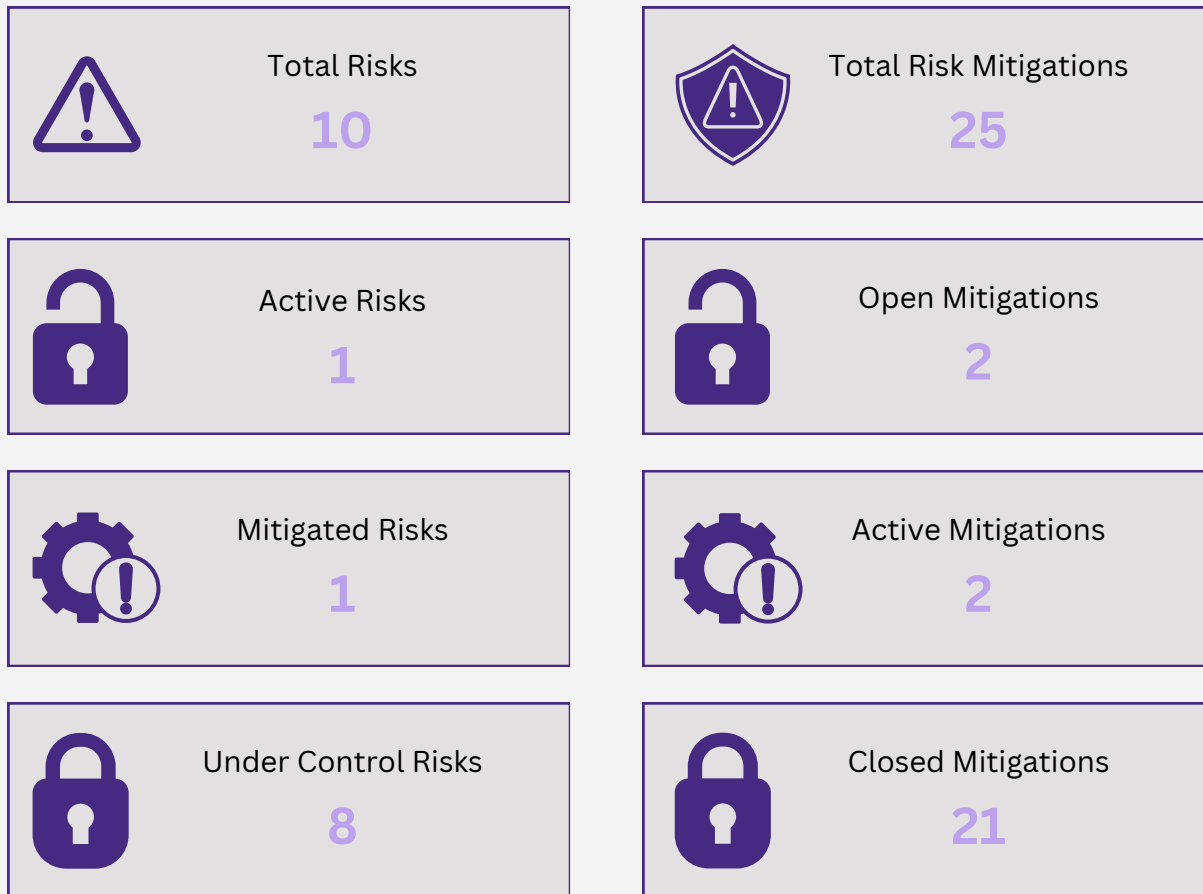
Closed Risk Mitigation Table

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

Closed Risk Mitigation Table

Low Risk	Moderate Risk	High Risk
		<p>R3: Develop needs-based training programs equips staff with the necessary skills.</p> <p>R3: Providing ongoing training opportunities fosters continuous professional development.</p> <p>R4: Offering skill development and advancement opportunities increases job satisfaction.</p> <p>R4: Creating clear career progression pathways motivates staff.</p> <p>R4: Implementing performance reviews with discussions aligns staff goals with organizational objectives.</p> <p>R5: Analyzing staffing needs and resource allocation ensures optimal workforce planning.</p>

Risk Metric Cards



Operations Risk Breakdown

**LOW
RISK**

2

Under Control
1



Mitigated
1

**MODERATE
RISK**

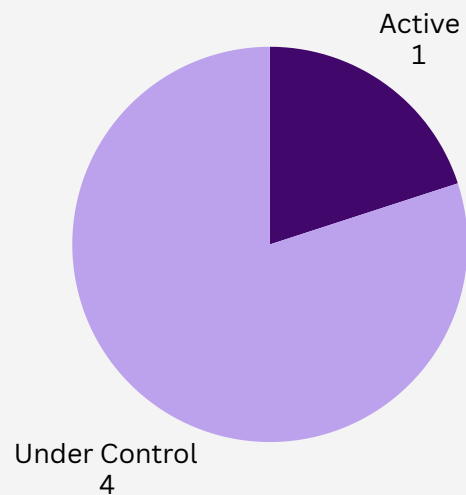
3

Under Control
3



**HIGH
RISK**

5



Active
1

Under Control
4



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