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| --- | --- |
| **Process** | Health Services |
| **Purpose** | Ensure efficient and effective provision of health services to the University staff, their dependants and students. |
| **Output** | Medical records |
| **S/No** | **Activities** | **Inputs** | **Risks** | **Risk Level** | **Risk Impact** | **Mitigation** | **Opportunity** | **Action** |
| 1 | Confidentiality | Personnel | Unqualified staff | Low | High | Employing qualified | Have records | Automation |
|   |   | Time | Lack of finance |   |   | staff | computerised |   |
|   |   | Finance |  |   |   | Training existing staff |   |   |
|   |   | Stationery |   |   |   | Carrying out staff needs |   |   |
|   |   |   |   |   |   | assessment |   |   |
|   |   |   |   |   |   | Budget provision |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 2 | Operating Hours | Personnel | Lack of enough staff | Medium | High | Train existing staff | Training | Training |
|   |   | Time | Unqualified staff |   |   | Employ additional and  |   |   |
|   |   | Stationery | Locum staff |   |   | qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 3 | Client Experience | Personnel | Unqualified satff | Medium | Low | Train existing staff | Training | Training |
|   |   | Stationery | Lack of stock |   |   | Timely reoders | Recruitment |   |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 4 | Medical Records | Personnel | Unqualified staff | Medium | Low | Train existing staff | Training | Training |
|   |   | Time | Lack of stock |   |   | Employ qualified staff | Adoption of best | Automation |
|   |   | Stationery | Government restrictions |   |   |   | practices |   |
|   |   | Government  |   |   |   |   | Automation |   |
|   |   | records |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 5 | Laboratory specimen | Personnel | Unqualified staff | Medium | High | Train existing staff | Training staff | Outsource |
|   |   | Time | Faulty equipment |   |   | Employ qualified staff | Adopting best practices |   |
|   |   | Equipment |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 6 | Dispensing Drugs | Personnel | Lack of cleaning stock | Medium | Low | Timely stock | Training | Recruit |
|   |   | Stationery | Unqualified staff |  |  | Train existing staff | Recruitment |   |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
| 7 | Refferals | Personnel | Unqualified staff | Low | High | Timely stock | Training | Training |
|   |   | Stationery | Lack of stock |   |   | Train existing staff | Use alternative car |   |
|   |   | Ambulance | Ambulance breakedown |   |   | Employ qualified staff |   |   |
|   |   | Time |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 8 | Workplace safety,infection contro &,waste | Personnel | Unqualified staff | Low | High | Timely stock | Training | Training |
|   | management | Time | Lack of stock |   |   | Train existing staff | Best practices |   |
|   |   | Disposal bins |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 9 | Inventory and stock management | Personnel | Unqualified staff | Low | Medium | Timely stock | Training | Training |
|   |   | Inventory | Lack of stock |   |   | Train existing staff | Best practices |   |
|   |   | PPDA |   |   |   |   |   |   |
|   |   | Time |   |   |   |   |   |   |