|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 |  |  |  |  |  |  |