



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG510)

Project Risk Management

Instructions:

- آخر موعد للتسليم هو يوم السبت 2021-05-08 في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر line spacing 1.5
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: Eng. Mosaab M. Hamed

Project:

Risk Identification and Analysis (Based on the project you chose in APM)

The objective of this report is to identify project risks, prepare a risk probability matrix, and carry out an analysis of selected risks. Referring to the project you select in **Advanced projects management APM course**, your task is to prepare a risk management plan that identifies potential risks in **the selected stage of the project** and identify risk management strategies.

From the course content and readings, you know that the overall purpose of risk planning is to anticipate possible risk events and be ready to take appropriate action when risk events occur—to eliminate or reduce negative impacts on the project.

You may wish to begin this exercise with a brainstorming about potential risks to get candidate risks “on the table” for consideration. And then identify and refine that wording for risks that have some realistic chance of occurring in this stage. For example, potential weather problems present a real obstacle to completing field data collection by the planned completion date. It is also an issue that the project manager will ultimately have to plan for, as opposed to other issues such as a major disaster (e.g., your office burning down), is not a high-enough probability event that requires much time in planning. As described below, you will select several of the identified risks and carry out a risk analysis.

You will use the distilled list of risks to make a risk probability/impact matrix. The matrix will have at least three categories (high/medium/low) for probability and impact.

Remember that it is important to name risks effectively—use words that describe the risk event and point to the impact on the project (e.g., “injury of field technician disrupts data installation work”).

After completion of the risk matrix, document a risk analysis for the selected risks. This detailed documentation for that selected risk will include:

- a description of the risk and potential impacts (schedule, quality of work, cost, etc.) on the project.
- indicators or triggers that would be monitored to help identify the risk as early as possible.
- specific risk response strategies to take.

Using probability and impact matrix calculate the **Expected Monetary Value (EMV)** for all risks that have the impact in terms of cost \$\$.

Best of luck...

المشروع:

التعرف على المخاطر وتحليلها (بحث مبنى على مشروعك الذي اخترته في مادة ادارة المشاريع المتقدمة)

الغرض من هذا التقرير هو التعرف على المخاطر المحيطة بالمرحلة التي تختارها المرحلة من مراحل مشروعك (نفس المرحلة التي اخترت التطرق لها في مشروعك لمادة إدارة المشاريع المتقدمة Advanced project management) حيث أن مهمتك هي تحضير خطة متكاملة لإدارة المخاطر تشمل التعريف بالمخاطر المحتملة التي تحيط بتلك المرحلة وتحضير مصفوفة احتمالية المخاطر ومن ثم القيام بالتحليل لهذه المخاطر المختارة وتحديد استراتيجيات ادارة المخاطر المناسبة لكل خطر على حدة.

من محتويات المقرر والمصادر الأخرى المتاحة أصبحت تعلم الان أن الغرض العام لمرحلة التخطيط للمخاطر هي توقع أحداث المخاطر المحتملة والتجهز لاتخاذ ردة الفعل المناسبة عند وقوع الخطر – لمنع أو تقليل الاثار السلبية على المشروع.

قد تحبذ بداية هذا البحث بعصف ذهني عن ماهية المخاطر التي قد تحيط بتلك المرحلة من مراحل مشروعك, وذلك للحصول على قائمة بتلك المخاطر. ومن ثم تحديد وتصفية هذه القائمة للوصول إلى قائمة مختصرة بالمخاطر التي لها فرصة واقعية أكبر في الحدوث. على سبيل المثال: المشاكل الجوية المتوقعة والتي تمثل عقبة حقيقية أمام اكتمال جمع البيانات من المواقع في أو قبل الوقت المحدد، هذه تعتبر مشكلة على مدير المشاريع أن يضعها في الحسبان. من ناحية أخرى، فإن المخاطر غير الواقعية مثل الكوارث الطبيعية والأعاصير (تلك التي تسبب حريقاً بمكتبك وفقدان الأوراق المهمة) ليست لها احتمالية وقوع عالية وبالتالي لاتستدعي تضيق الكثير من الوقت في التخطيط لها. كما سيتبين لك، ستقوم باختيار عدة مخاطر من تلك التي قمت بالتعرف عليها لتحليلها.

ستقوم باستخدام هذه القائمة المختصرة لعمل مصفوفة المخاطر (الاحتمالية/الأثر). المصفوفة ستحتوي على الأقل على ثلاث تصنيفات (عالي/متوسط/منخفض) للإحتمالية والأثر.

لاتنس استخدام أسماء تصف طبيعة المخاطر بصورة فعالة – قم باستخدام كلمات تصف الحادثة الخطرة وتشير الى أثرها على المشروع (مثل: إصابة أحد الفنيين في الموقع مما يؤثر على أعمال التركيب).

بعد انتهاءك من مصفوفة المخاطر، قم بتوثيق تحليلك للمخاطر المختارة. هذا التسجيل المفصل للمخاطر يجب أن يتضمن:

- وصف للخطر واثاره المحتملة (الجدولة، جودة العمل، التكلفة، الخ)
- المؤشرات والمحفزات التي يجب مراقبتها للمساعدة في التعرف على هذا الخطر قبل وقوعه
- تفصيل للاستجابة المقترحة للتصدي لهذا الخطر

باستخدام مصفوفة الاحتمالات والتأثير ، احسب **القيمة النقدية المتوقعة (EMV)** لجميع المخاطر التي لها تأثير من حيث التكلفة \$\$.

مع تمنياتي بالتوفيق..

Risk Management Plan

Risk management is defined as the process and method of identifying threats, evaluating risks, and devising risk-reduction strategies. Risk management plans and company core reviews are important and vital aspects of a business strategy in Healthcare. The project aims to engage patients and families as partners in healthcare and unite a wide spectrum of healthcare participants to deliver the best possible treatment to every individual, every time, by preventing harm and introducing structural reform to ensure continuous effectiveness. This project consists of patients, friends and relatives of patients, nurses, healthcare practitioners, and corporate leaders. Various nursing interventions are to be carried out during the project to influence effective care to every patient. As such, there will be various risks involved during the community nursing service. The following are some of the risks the Project Patient Care team is likely to encounter during the project as well as a risk management plan.

Risks and Potential Impacts

PPC community nurses and coordinators are likely to encounter various health and safety issues during the project. These risks and health issues impact the provision of patient care to local consumers. Stressors related to workplace health and safety problems are visible in everyday practice in medicine, nursing, and community social work. Poor quality of treatment, frustration with jobs, and a heavy workload in the nursing profession are all possible stressors. Other important stressors in the healthcare community include psychological, physical, behavioral, and emotional stressors. Community nurses can face insufficient staffing levels, regular overtime, on-call assignments, harassment at work, restricted opportunities for career progression, occupational isolation, implications for personal safety, and limited managerial support and accountability, in addition to the day-to-day pressures of care delivery¹. Some of the risks involved in the administration of care in the community are analyzed below.

Quality of Work

¹ Fatemi, Naser Lotfi, Hossein Karimi Moonaghi, and Abbas Heydari. "Perceived challenges faced by nurses in home health care setting: A qualitative study." *International journal of community based nursing and midwifery* 7, no. 2 (2019): 118.

Community nurses or workers from any organization are likely to have excessive work that is related to inadequate staffing. In this case, PPC wellness nurses and coordinators are likely to experience issues related with workload because each one of them has been assigned 50 patients. With this number, the quality of attention to the patients is likely to be affected thus contributing to the increased levels of dissatisfaction among patients. The nurses have to work continuously without or with minimal breaks. Since the nurses are working extra hours with a big number of patients, they are likely to burnout because of the poor quality of their work. Moreover, the wellness nurses and coordinators will be stressed out because of emotional demands, responsibilities, and social problems. Poor management and personal safety concerns as they navigate in the community while giving care can also increase their stress levels². The heightened levels of stress affect the quality of compassionate care and increases fear in nurses thus reducing productivity especially due to burnout.

Schedule

In a production process, scheduling is the process of organizing, managing, and maximizing work and workloads. In this case, the workload is not managed effectively and the quality of work is poor. In this project, the wellness nurses and coordinators traveled long distances to and from the patients' residences which not only consumed time but also made them exhausted. They traveled through bad roads which might have caused absenteeism and lack of follow-up visits to patients undergoing an after-care health plan. Apart from injuries that are likely to be caused as they commute, they faced other environmental hazards such as chemical and smoke exposure³.

Cost

Potential customers, insurers, regulatory authorities, and government bodies expect skilled nurses to provide high-quality patient care while also cutting costs through effective management practices. The value of registered nurses in

² Heine, Christine A. "Burnout among nursing home personnel." *Journal of gerontological nursing* 12, no. 3 (1986): 14.

³ AnAaker, Anna, Maria Nilsson, AAsa Holmner, and Marie Elf. "Nurses' perceptions of climate and environmental issues: A qualitative study." *Journal of advanced nursing* 71, no. 8 (2015): 1883-1891.

delivering quality care with limited funds is a constant challenge for nurse administrators. The cost of operation was high in this project and were calculated by dividing the cost of the treatment rendered by a calculation of the benefits obtained, which can be expressed in days, years, or frequency of disease, symptom control, infection control, or other observable measures. Moreover, some of the costly concerns included accessibility to their households, trip hazards, household domestic problems, falling risks for patients and nurse practitioners, weaponry, and conflict between community nurses and patients related to home and health adjustment.

Risk Management Plan

Each project or organization must be aware of the possible risks that can exist within the organization in order to be prepared if an inevitable issue comes and to find measures to prevent the consequences if such an issue arises⁴. The risk management plan for PPC included the following;

Conducting a Proper Training of the nurses and coordinators before starting the project

To ensure the safety of the workers during this project, community and home nurses must be equipped in well-researched procedures that will keep them safe in potentially hazardous circumstances. Designing a written strategy for personal protection, informing nurses on the dangers of their jobs and how to determine the safety of their environments, and educating workers on the signs of substance abuse and violence are only a few examples of managing this risk.

Evaluating the risks and start preparing.

Assessing any possible risks and suitably preparing yourself is an important part of staying safe while working in the community. The coordinators and wellness nurses should ask themselves questions such as "Is there parking near the client's house?" and "Has the client ever been in a violent situation?" among others. After assessing the

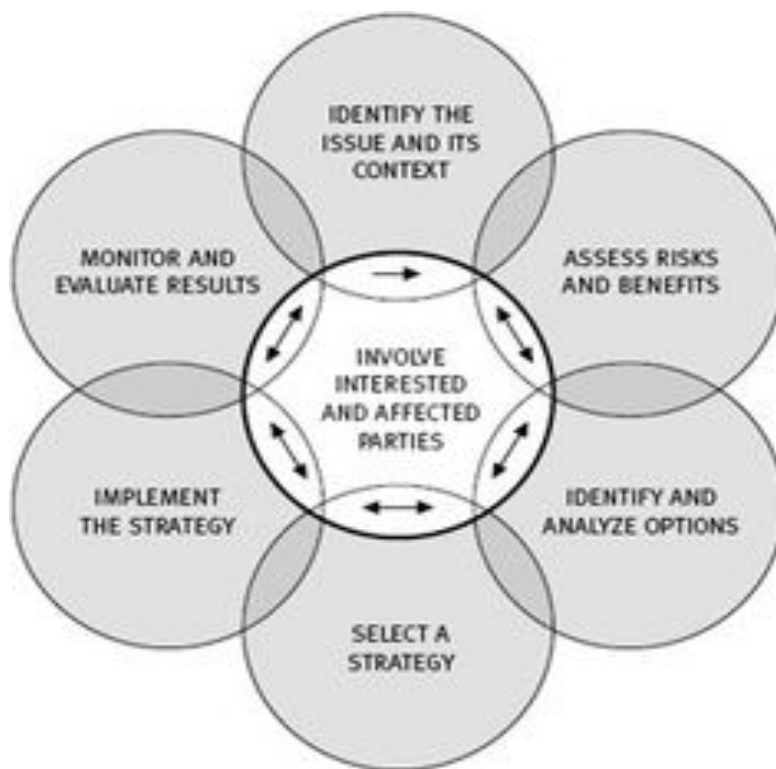
⁴ Furmenti, Maria Francesca, F. Bert, M. Rucci, U. Fiandra, A. Scarmozzino, A. Guerrieri, F. Ripa, and R. Siliquini. "Risk Management in nursing homes: an Italian experience in 2019." *European Journal of Public Health* 30, no. Supplement_5 (2020): ckaa166-1172.

safety threats, the nurse and administrator must look for ways to reduce those risks and hazards.

Making use of the tools and technologies available to you

Using all tools and technology that can assist the nurse in an emergency is also an effective way of minimizing any risks and safety hazards. In this case, a lone worker protection software with a panic button or a voice activation function on the identification badge are examples of this. Local jurisdictions will also have maps of the city that display the crime rates and abuse which helps nurses prepare effectively.

The Risk Management Plan for PPC can be summarized as in the diagram below



The Risk Probability Matrix

Risk	Proba bility	Risk Qualitat	Risk Impa ct	First Response	Management	EM

		ive Score				
Quality of Work	50%	High risk	- \$8000	Train team leaders to recognize and address burnout Reduce non-clinical tasks Increase the number of wellness nurses and coordinators	Improve management Implement support programs	\$4
Scheduling	20%	High risk	\$5000	Reduce the number of patients assigned to one wellness nurse from 50 to 30 Encourage balance between personal life and work	Train more community nurses Prioritize workload	\$1
Cost	30%	High risk	\$7000	Increase funding Administer medication at lower costs Communicate well with the patients	Increase funding and patient support from the government and non-profit agencies Notify risk manager	\$2

In conclusion, the wellness nurses and coordinators faced various risks while executing this project. They were involved in planning for effective and comfortable transitions from the hospital to the nursing home, scheduling medical appointments and supporting mental health, among other support programs. They worked at increasing immunization rates, managing hypertension, reducing emergency room visits, reducing medical costs, and increasing primary care rates. During these activities, the nurses

were burnt out because they were inadequate and the assigned group demands continued increasing. They were stressed out because of emotional demands, responsibilities, poor management, and social problems. Other problems apart from poor quality of work were associated with the cost and scheduling issues. Regardless, the nurses achieved better outcomes and improved health among their patients.

Bibliography

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