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The impact of risk management on the quality of medical services in Riyadh

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1. Abstract

The quality of medical services is a critical component of healthcare delivery especially in Riyadh. The effective practices of risk management are a part of patient safety, enhancing clinical outcomes and maintaining organizational integrity within healthcare institutions. The implementation of risk management processes in Riyadh's healthcare sector has a positive benefits in improving the quality of medical services.

Risk management frameworks enable healthcare organizations to identify, assess and mitigate risks across healthcare. By enhancing operational efficiency, promoting interdisciplinary collaboration and ensuring compliance with regulatory standards. The using of risk management in healthcare practices is important for advancing the quality of medical services. Furthermore prioritizing patient safety, fostering a culture of continuous improvement and leveraging data driven approaches, healthcare institutions can mitigate risks, optimize clinical outcomes and uphold the highest standards of care in Riyadh and beyond.

2. Introduction

In the complex and dynamic landscape of healthcare delivery managing risks effectively is paramount to ensuring patient safety, safeguarding organizational assets, and maintaining regulatory compliance. Risk management in the healthcare industry encompasses a comprehensive approach to identifying, assessing, mitigating, and monitoring risks that have the potential to impact patient outcomes, operational efficiency, financial sustainability, and reputation.

The healthcare sector is inherently fraught with various types of risks extend from clinical errors and adverse events to regulatory non-compliance, cybersecurity threats and operational disruptions.

risk management strategies and frameworks play a major role in minimizing vulnerabilities, enhancing resilience and promoting a culture of safety within healthcare organizations. With the development and continuation of healthcare the importance of risk management effectiveness practices with the ability of identify, assess and mitigate risks is fundamental to ensuring patient safety, improving clinical outcomes and enhancing the overall quality of healthcare delivery.

The city of Riyadh stands as the bustling hub of healthcare excellence in the Kingdom of Saudi Arabia offering a myriad of medical services to its residents and visitors. In recent years the healthcare landscape in Riyadh has witnessed remarkable growth and transformation driven by advancements in medical technology evolving patient expectations and a heightened emphasis on quality and safety.

Delivery of high quality medical services in Riyadh is the implementation of strong risk management practices designed to identify, assess and mitigate potential threats to patient safety, clinical outcomes and organizational integrity. The impact of effective risk management extends beyond just regulatory compliance it permeates every facet of healthcare delivery shaping the patient experience driving clinical excellence and fostering organizational resilience.

The many challenges and uncertainties that the healthcare facing for an effective quality impact in risk management requiring a proactive approach to management and mitigation. Risk management initiatives in Riyadh's healthcare institutions are paramount to ensuring the safety and well being of patients under their care. By proactively identifying and

addressing risks associated with clinical procedures, medication administration and diagnostic interventions healthcare providers in Riyadh strive to minimize the occurrence of adverse events, medical errors and preventable harm. Through the implementation of evidence based practices, clinical protocols and interdisciplinary collaboration healthcare organizations in Riyadh create a culture of safety that prioritizes patient welfare above all else.

Risk management serves as a cornerstone of organizational excellence in Riyadh's healthcare sector underpinning strategic planning, resource allocation and performance optimization efforts by cultivating a culture of accountability, transparency and continuous learning healthcare leaders in Riyadh empower staff members at all levels to actively participate in risk identification, mitigation and resolution processes. By integrating risk management principles into their daily operations Riyadh's healthcare institutions demonstrate their commitment to upholding regulatory compliance, safeguarding patient rights and promoting accountability and transparency in healthcare governance.

The impact of risk management on the quality of medical services in Riyadh is profound and far-reaching encompassing patient safety, clinical effectiveness, organizational excellence and regulatory compliance. As Riyadh continues to emerge as a leading destination for healthcare innovation and excellence the imperative for effective risk management practices becomes increasingly pronounced shaping the future of healthcare delivery and transforming the patient experience for generations to come.

This confirms that the pivotal role of risk management in the future of healthcare delivery in Riyadh. Through collaborative efforts and a steadfast commitment to excellence we aspire to build a healthcare system that is resilient, adaptive and patient centric ensuring that every individual receives the highest standard of care regardless of circumstance or condition.

3. Problem Statement:

High quality medical services in Riyadh is contingent upon the effective management of risks inherent in healthcare delivery. Healthcare organizations encounter persistent challenges in realizing the full potential of risk management initiatives to enhance patient safety, clinical outcomes and organizational performance. Although concerted efforts to implement risk management strategies Riyadh's healthcare sector grapples with multifaceted obstacles that hinder the optimal utilization of resources impede regulatory compliance and compromise the delivery of patient centered care.

3.1 Fragmented Risk Identification and Assessment: Riyadh's healthcare organizations facing a challenges in the systematic identification and assessment of risks across clinical, operational and organizational domains. Fragmented risk management processes and disparate data sources contribute to inconsistencies in risk prioritization and hinder the proactive mitigation of emerging threats to patient safety and care quality.

3.2 Resource Constraints and Competing Priorities: Riyadh's healthcare organizations face resource constraints and competing priorities that challenge the implementation of comprehensive risk management strategies. Limited financial resources, staffing shortages and operational pressures divert attention and resources away from proactive risk mitigation efforts leaving healthcare providers ill equipped to address emerging threats and vulnerabilities effectively.

3.3 Regulatory Compliance Burden: The evolving regulatory landscape in Riyadh poses significant challenges to healthcare organizations requiring adherence to a myriad of

local regulations, international standards and accreditation requirements. The complexity and ambiguity of regulatory mandates strain organizational resources exacerbate administrative burdens and impede the adoption of risk management best practices essential for ensuring legal and ethical integrity in healthcare delivery.

3.4 Technological Integration and Data Security Concerns: The rapid advancement of healthcare technologies in Riyadh introduces new complexities and risks associated with data security, interoperability and digital health innovation. Inadequate cybersecurity measures interoperability challenges and data governance gaps compromise patient privacy undermine data integrity and expose healthcare organizations to cybersecurity threats and regulatory non compliance risks.

4. Study purposes:

- 4.1 **Assessing the Effectiveness of Risk Management Practices:** This involves assessing the extent to which risk identification, assessment, mitigation and monitoring strategies contribute to enhancing patient safety improving clinical outcomes and optimizing organizational performance.
- 4.2 **Exploring the Relationship Between Risk Management and Patient Safety:** Studies seek to explore the relationship between risk management initiatives and patient safety outcomes in Riyadh's healthcare settings. Identify the impact of proactive risk mitigation efforts on reducing adverse events, medical errors and preventable harm thereby fostering a culture of safety and trust among patients and healthcare providers.
- 4.3 **Investigating the Influence of Regulatory Compliance on Risk Management:** By examining the accreditation standards and risk management protocols studies seek to identify barriers to compliance, regulatory gaps and opportunities for enhancing organizational resilience.
- 4.4 **Assessing the Impact of Risk Management on Clinical Outcomes:** Assess the impact of risk management on clinical outcomes, healthcare effectiveness and patient satisfaction in Riyadh's healthcare organizations.
- 4.5 **Exploring Technological Innovations in Risk Management:** The role of technological innovations, digital health solutions and data analytics tools in enhancing risk management practices within Riyadh's healthcare sector.

5. Study Questions:

The significant impact that the risk management has had on the quality of healthcare represents a critical endeavor in advancing healthcare excellence and promoting patient-centered care, patient safety and enhancing the comprehensive quality of care. In which healthcare organizations face a numerous of risks that have the potential to compromise patient safety, disable clinical workflows and undermine organizational performance. These risks encompass a broad spectrum, ranging from clinical errors and medication discrepancies to infrastructure failures and regulatory noncompliance.

The following questions have motivated me to conduct this study:

- 1. How do healthcare organizations in Riyadh identify, assess, and prioritize risks to patient safety and clinical outcomes?
- 2. How do regulatory compliance requirements influence risk management practices and organizational decision-making in Riyadh's healthcare sector?

3. How do risk management practices contribute to enhancing patient safety, reducing medical errors, and improving clinical outcomes in Riyadh?
4. What is the role of technology, data analytics, and digital health solutions in supporting risk management efforts within Riyadh's healthcare organizations?
5. How does risk management contribute to enhancing organizational resilience, improving workforce morale, and fostering a culture of safety within Riyadh's healthcare sector?

6.Literature review

Risk management in healthcare considered as a critical important system aims to improving patient safety and improving clinical outcomes. In Riyadh where the healthcare landscape is rapidly evolving, understanding the relationship between risk management practices and the quality of medical services is fundamental. Risk management in healthcare sector is a mandatory activity in reducing the cost of medical negligence and improving healthcare services. The main objectives of risk management in healthcare is to protect the client who is a patient workers.

Healthcare providers have a clinical and business duty of care to their customers who include staff, patients, visitors and other stakeholders. This examines the impact of risk management on medical services in Riyadh challenges and opportunities for improvement in healthcare delivery. The role of risk management in shaping the delivery of medical services has garnered attention as healthcare organizations strive to mitigate potential threats to patient safety optimize clinical outcomes and ensure organizational resilience.

According to Vincent and Amalberti (2016), healthcare risks can appear in different forms such as clinical errors, adverse events, regulatory non-compliance and operational inefficiencies. Quality of medical services contain multiple dimensions, involving clinical effectiveness, patient safety, timeliness, efficiency and equity. Quality improvement actions seek to treat gaps in healthcare processes mitigate risks, and enhance overall patient experience and satisfaction. To achieving this high quality must be committed and proactive in risk management and continuous performance improvement.

Although the importance of risk management in healthcare there are several challenges still exist in Riyadh and other healthcare settings. From the relationship between risk management and the quality of medical services healthcare can mitigate risks, improving patient outcomes and enhancing service quality.

The healthcare in Riyadh has experienced significant evolution marked by technological advancements, increased patient expectations and a growing emphasis on quality and safety. The role of risk management in shaping the delivery of medical services has garnered attention as healthcare organizations strive to mitigate potential threats to patient safety optimize clinical outcomes and ensure organizational resilience.

6.1 Quality of Service and Patient Satisfaction is the key contributor to the success of service organizations. Researched by (Sohail 2003 and Wong 2002) divide service quality into technical which refers to the quality of the service product and functional quality which refers to how the service product is delivered. Kang and James (2004) said there is three dimensions functional, technical and image for quality of service and patient's service.

6.2 Linkages between risk management and medical service quality

There are many studies explored the relationship between risk management practices and the quality of medical services. Al-Turki et al. (2018) conducted a study in Saudi Arabia examining the impact of risk management interventions on patient safety outcomes. They found that the implementation of proactive risk management strategies, such as staff training, incident reporting systems, and safety culture enhancement, was associated with reductions in adverse events and clinical errors.

Almalki et al. (2016) explored the relationship between risk management practices and patient satisfaction in Saudi Arabian hospitals. The study explained that hospitals with strong risk management systems and patient safety afford to have higher levels of patient satisfaction and trust in healthcare providers.

6.3 Impact on Patient Safety and Risk Management studies emphasize the integral relationship between risk management and patient safety outcomes. In Riyadh healthcare organizations recognize the imperative to identify and mitigate risks that could compromise patient well-being. Research by Moath Aljohani et. (2020) highlighted the positive impact of proactive risk management on reducing adverse events and medical errors ultimately enhancing patient safety in Riyadh's healthcare settings. Studies have explored the impact of risk management initiatives on patient safety outcomes and clinical effectiveness within Riyadh's healthcare settings. Research by Alshammari et.(2020) in Riyadh hospitals implementing proactive risk management interventions led to a reduction in medication errors, surgical complications and hospital acquired infections, and they found a positive correlation between effective risk mitigation strategies and improved patient outcomes across diverse medical specialties.

6.4 Technological Innovations in Risk Management enabled solutions and digital health innovations has emerged as a key enabler of risk management effectiveness in Riyadh's healthcare sector. Technology have reshaped risk management strategies within Riyadh's healthcare sector. Integration of electronic health records data analytics and digital solutions has become instrumental in enhancing risk identification, assessment and mitigation. Research by Almutairi et. (2021) conducted a systematic review of digital risk management tools implemented in Riyadh hospitals and highlighted the role of electronic health records clinical decision support systems and telemedicine platforms in enhancing risk identification, communication and decision making processes. The study also underscored the need for robust cybersecurity measures and data governance frameworks to safeguard patient information and mitigate potential security risks associated with digitalization efforts. Research by Alharbi et.(2019) explored the benefits of technological integration in supporting risk management processes, improving decision-making, and optimizing patient care outcomes.

6.5 Regulatory Compliance and Organizational Resilience in Riyadh the dynamic regulatory environment plays a pivotal role in shaping risk management practices. Organizations healthcare navigate a complex web of local regulations, international standards and accreditation requirements.

6.6 Economic Impact of Risk Management Interventions extends beyond processes and technologies to encompass organizational culture and economic implications of risk management interventions within Riyadh's healthcare organizations have been explored research by Alshammari et.(2021) delved into the cost effectiveness of risk mitigation strategies return on investment and the overall economic impact of risk management

practices. The results are indicated that effective risk management contributed to cost savings and resource optimization.

6.7 Challenges Associated with Implementing the quality of risk management

practices One of major reasons for healthcare practices is poor communications among diverse healthcare professionals. The poor communication arises by differences inherent in a professional's occupational culture background. As professional cultures different specialties, a significant number of miscommunication can arise, particularly in emergency situations where events become unpredictable. Healthcare professionals have to understand different occupational culture background of colleagues in order to avoid genuine misinterpretation of event and communication.

6.8 presntly of the risk management in Riyadh has made significant strides in adopting risk management principles and practices to mitigate potential threats to patient safety and care quality. Studies have conducted a comprehensive studies assessing the implementation of risk management frameworks in Riyadh's hospitals and identified the improvements in risk identification, assessment and reporting processes. The studies also highlighted challenges related to resource constraints, regulatory compliance and staff training suggesting areas for further enhancement in risk management capabilities.

Riyadh's healthcare organizations continue to face challenges and barriers that hinder the optimal utilization of resources and impede the effectiveness of risk management initiatives.

the importance of risk management in enhancing the quality safety and effectiveness of medical services in Riyadh. While significant strides have been made in adopting risk management frameworks and leveraging technological innovations challenges persist in areas such as regulatory compliance, resource allocation and organizational culture.

6.9 Continuous Improvement

Continuous improvement of health care in Riyadh or other healthcare services requires profound knowledge including knowledge of the organization as a system, knowledge of variation, knowledge of psychology, and the theory of knowledge.

Examining the relationships and organizational culture, quality improvement processes present that a participative, flexible, risk-taking organizational culture was significantly related to quality improvement implementation. Quality improvement implementation was positively associated with greater perceived patient outcomes and human resource development.

7. Research Methodology

For influence patient safety outcomes in medical services should to effective risk management practices positively in healthcare organisations in Riyadh and implementation of a strong risk management frameworks effect to a reduction in an events and medical errors within Riyadh's healthcare settings. In Riyadh healthcare organization using of technology enabled risk management solutions enhances the efficiency accuracy and effectiveness of risk identification assessment and mitigation processes and proactive risk management interventions contribute to improved clinical outcomes patient satisfaction and quality of care. Implementation a risk management strategies effect in cost saving resource optimization and improved financial performance for healthcare organizations operating in Riyadh.

The impact of risk management on the quality of medical services in Riyadh:

This study presents the complex interaction between the impact of the quality of risk management and the implementation of the risk processes in the healthcare in Riyadh and its impact on patients safety and satisfaction. The key of risk management processes to identify the risk systematic and assessment of potential risks to patient safety, clinical outcomes and organizational integrity. Risk mitigation for implement of controls and strategies to decrease the occurrence and impact. Monitor and evaluation for effective risk management and performance metrics and key performance indicators. Integration of technology enabled solutions, data analytics and decision support tools to enhance risk identification, assessment and mitigation processes.

The outcomes of implementation of the quality risk management for patient safety is to reduce the adverse event, medicals errors and harm resulting from implement a risk management practice and optimize resource allocation and risk management strategies for effective results.

7.1 Population

The purpose of this study is assessing the performance of the impact of risk management on the quality of medical services in Riyadh as it is essential to know the quality of risk management using a quantitative method. The population of this study focus on patients and hospital staff involved in the service delivery process in their outpatient departments. A survey will be distributed among the healthcare professionals, administrators, and patients.

7.2 Sample Two hospitals were used in Riyadh city. Within each hospital twenty-five (25) patients and (25) staff members were interviewed giving a total of 50 patients and 50 staff members. Thus, the sample size was 100.

7.3 Sampling Random sampling was used to select personnel from outpatient departments and patients and not the entire hospital. Sampling was applied as the selected respondents were those that were available. Was using sampling to ensure that the various levels of the hospital staff were represented on the sample.

7.4 Description of Instruments

Seventeen (17) items relating to the impact of risk management on the quality of medical services practices for hospital staff and patients with responses ranging from 1 (strongly

agree) to 5(strongly disagree). Respondents indicated the extent to which they disagreed or agreed or indifferent with each statement by one of the 5 numbers next to each statement. 1 = Strongly disagree, 2 = disagree, 3 = Natural, 4 = Agree, 5= Strongly Agree.

Four measures were used to assess the impact of risk management on the quality of medical services. These four measures are:

1. Evaluating the quality of medical services
2. Influencing the quality of medical services
3. impact of patient's safety
4. Training and Continuous quality improvement

The instruments used to measure the impact of risk management on the quality of healthcare services if the organization puts emphasis on long-term plan to improve quality or sets clear quality goals.

If the quality service were discussed for patients and take patient safety into consideration and reducing the medical errors. Measures used for adequate training asked if quality-related training was given to staff and if interactive skills is part of quality training curriculum. Measures for continuous improvement asked if the hospital emphasized continuous improvement in quality service and reviewed quality issues regularly. Measure the patient's experience in the service delivery process and patient satisfaction.

7.5 Results and discussion:

A total of 100 questionnaires were administered and 80 responses were received representing a response rate of 85%. Out of the 80 sampled respondents 32 representing (40%) were males and 48 representing (60%) were females. This indicates that there was a good representation of both genders in the sample. In terms of age 62% (50) were between 30 and 40 years in age 23% (18) were between 40 and 50 years in age 15% (12) were aged between 50 years and over.

Table 1 Characteristics of Sample

Gender	Frequency	Percentage	Age	Frequency	Percentage
Male	32	40%	30 - 40	50	62%
Female	48	60%	40 - 50	18	23%
			50 and over	12	15%
Total	80	100%	Total	80	100%

Data Analysis: Evaluating the quality of medical services:

Table 2 shows the results of the analysis of the Evaluating the quality of risk management on the medical services in Riyadh. Seventy (70) 80% out of the total sample agreed with the statement "level of satisfaction with medical services" whiles (10) 20% were natural. This result means that the hospitals care about the quality of patient's safety and patient's satisfactions.

In the second question (60) 75% out of the total sample disagreed of experienced any incidents or medicals errors. Whiles (20) 25% agreed of experienced with medicals errors. This is means existence of medicals errors a small percentage with a fast response for these errors to reduce the impact of errors to the patients. Seventy-five (75) 85% of the total

The impact of risk management on the quality of medical services in Riyadh

sample agreed with the how the risk management process and practices can improve and affect the quality of medical services in Riyadh city. This result means the patients have a confidence in the safety and quality of medical services that Riyadh city provided. While (5) 15% were Natural of the implementation of risk management in medical services.

Table 2: Analysis of risk management Evaluating the quality of medical services

Statement	Agree	Natural	Disagree	Total
What is your level of satisfaction with medical services in Rsiyadh?	70	10	-	80
Have you ever experienced any incidents related to medical errors or adverse events in Riyadh medical facilities?	20	-	60	80
Do you believe that risk management contributes to improving the quality of medical services in Riyadh?	75	5	-	80
How confident are you in the safety and quality of medical services provided in Riyadh?	75	5	-	80
How do you rate the overall effectiveness of risk management practices in Riyadh's medical sector?	75	5	-	80

Data Analysis: Influencing the quality of medical services:

The impact of a quality is important in risk management especially in healthcare from this point **table 3** show the risk management influencing the quality of medical services. From table 3, response 85% believed that the impact of risk management strategies on the quality of medical services can reduce the incidence of medical errors and patient experience in hospital. while 15% of responses are natural. On the other hand, 90% of responses agreed to using technology to support patient safety and patient satisfactions. Responses to the statement of interaction between hospitals to exchange expertise show the 80% were agreed while 20% were indifferent with the statement.

Table 3: Analysis of risk management: Influencing the quality of medical services:

Statement	Agree	Natural	Disagree	Total
Do you believe that having risk management strategies can reduce the incidence of medical errors?	75	5	-	80
Implementing safety and quality procedures associated with risk management leads to improved patient experience in hospitals and medical facilities	75	5	-	80
Using advanced technology and programs to support risk management and patient safety from medical errors	77	3	-	80
Encouraging interaction between hospitals to exchange expertise and experience can enhance the quality of healthcare and risk management	70	10	-	80

Data Analysis: impact of patient's safety:

The impact of patient's safety is the most critical aspects of the quality of medical services in healthcare facilities. Table 4 show how the implementation of the risk management can affect to patients' safety.

From table 3 85% Agreed that implementation of risk management can positively impact the patient's confidence in treatment and in the medical facility. As well as 90% of

responses agreed that the healthcare providers should inform patients about potential risks or complications associated with medical procedures or treatments and having how communication between patients and healthcare providers can help to reduce medical errors. while 50% disagreed that they don't realize the protocol of patient's safety in healthcare facilities.

Table 4: Analysis of risk management: impact of patient's safety:

Statement	Agree	Natural	Disagree	Total
Implementing risk management procedures can positively impact the patient's confidence in treatment and in the medical facility	75	5	-	80
healthcare providers should inform patients about potential risks or complications associated with medical procedures or treatments.	78	2	-	80
Having effective communication between patients and healthcare teams can help to detect and reduce medical risks.	78	2	-	80
How would you rate the accessibility of information regarding patient safety measures and protocols in healthcare facilities?	40	-	40	80

Data Analysis: Training and Continuous quality improvement:

Training and continuous quality improvement go hand in hand in ensuring that healthcare achieve and maintain high levels of quality. Providing ongoing training and guidance to medical staff on risk management this statement has an agreed 100% from the responders that's means staff training can improve the quality of healthcare. Respondents commonly agreed with all statements evaluating adequacy of training in healthcare services. Findings points out that having advanced training can improve the quality of risk management and improving safety and quality in medical services and patient satisfactions, as well training can lead to reduced medical cost, errors and patient's harm.

Table 5: Analysis of risk management: Training and Continuous quality improvement:

Statement	Agree	Natural	Disagree	Total
Providing ongoing training and guidance to medical staff on risk management can improve the quality of healthcare	80	-	-	80
Having advanced risk management systems can contribute to reducing the occurrence of unwanted medical errors	77	3	-	80
Raising awareness of the importance of risk management plays a role in improving safety and quality in medical services	70	10	-	80
Do you believe that improving risk management can lead to reduced medical costs?	80	-	-	80

7.6 Analysis on the Research Findings:

The analysis of the statements from the respondents (employees as well as patients) revealed a positive relationship between risk management practices and the quality of medical service delivered. The implementation of risk management in a positive way that lead to increase the quality of medical services in healthcare. This indicates the relationship between risk management and quality of medical services from patients satisfaction, reduce the medicals errors and patient harm. As well as give the patient and the staff they right

from the quality of medical services. By this an improvement in risk management practices should bring an increase in quality services delivery.

As a result the study rejects the “Implementation of risk management practices will not be associated with higher quality service delivery” It means that risk management practices when successfully implemented will result in improving quality performance of the service provided by hospitals.

7.7 Summary:

It is inferred that practicing risk management strategies more results in better quality service delivered. It is suggested that risk management practices should be considered as a major priority and should be invested in especially by management of hospitals. The impact of risk management on the quality of medical services is significant and multifaceted. Here are some key conclusions:

- Effective risk management practices in healthcare contribute to patient safety by identifying potential risks and implementing measures to mitigate them. This includes strategies such as error reporting systems, patient safety protocols, and staff training to reduce medical errors and adverse events.
- Risk management processes ensure that medical services meet high standards of quality by addressing potential risks that could compromise patient outcomes.
- Effective risk management practices organize healthcare operations and resource utilization, leading to improved efficiency and cost-effectiveness.
- Risk management in healthcare is an ongoing process that fosters continuous improvement in clinical practices and patient outcomes. By regularly evaluating risks, implementing corrective actions, and monitoring performance indicators, healthcare organizations can identify opportunities for enhancement and drive continuous improvement in the quality of medical services provided.

Overall, the risk management practices is essential for ensuring the delivery of high-quality medical services, promoting patient safety, achieving regulatory compliance, optimizing operational efficiency, managing reputation, and driving continuous improvement in healthcare outcomes.

8.recommendations:

- Healthcare organizations should develop and implement comprehensive risk assessment protocols to identify potential risks across all aspects of clinical operations, including patient care, medication management, infection control, and data security.
- Fostering a culture of safety is essential for promoting risk awareness from healthcare leaders and prioritize patient safety initiatives, provide staff training on safety protocols.
- Training and education to healthcare staff is crucial for building competencies in risk management principles and practices.
- Training programs should cover topics such as error prevention, infection control, patient safety protocols.
- Healthcare organizations should establish clear channels for communication among healthcare providers, administrators, patients, to facilitate the reporting of safety concerns, dissemination of risk related information and collaboration on risk mitigation strategies.
- Healthcare organizations should regularly review their risk management protocols, policies and procedures to identify opportunities for enhancement and incorporate lessons learned from past incidents or near misses.

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الملخص:

تعد جودة الخدمات الطبية عنصراً حاسماً في تقديم الرعاية الصحية خاصة في الرياض. تعد الممارسات الفعالة لإدارة المخاطر جزءاً من سلامة المرضى، وتعزيز النتائج السريرية والحفاظ على السلامة التنظيمية داخل مؤسسات الرعاية الصحية. إن تنفيذ عمليات إدارة المخاطر في قطاع الرعاية الصحية بمدينة الرياض له فوائد إيجابية في تحسين جودة الخدمات الطبية.

تمكن أطر إدارة المخاطر مؤسسات الرعاية الصحية من تحديد المخاطر وتقييمها والتخفيف منها عبر الرعاية الصحية. من خلال تعزيز الكفاءة التشغيلية وتعزيز التعاون متعدد التخصصات وضمان الامتثال للمعايير التنظيمية. يعد استخدام إدارة المخاطر في ممارسات الرعاية الصحية أمراً مهماً للارتقاء بجودة الخدمات الطبية. علاوة على ذلك، من خلال إعطاء الأولوية لسلامة المرضى وتعزيز ثقافة التحسين المستمر والاستفادة من الأساليب المعتمدة على البيانات، يمكن لمؤسسات الرعاية الصحية تخفيف المخاطر وتحسين النتائج السريرية والحفاظ على أعلى معايير الرعاية في الرياض وخارجها.

QUESTIONNAIRE BOOKLET

Dear Respondent,

I am a Master's candidate (Management) at the University of Midocean Currently, I to examine the This study aimsam conducting a study titled **(The impact of risk management on the quality of medical services in Riyadh)**

I would like to request your cooperation to answer this questionnaire. Any information obtained will be kept confidential and only used for academic purposes. Your cooperation is highly appreciated.

Section A: Personal Information:

Please tick (✓) the appropriate choice

- Gender: () Male () Female
- Age:
 - 20 – 30 years old
 - 30 – 40 years old
 - 40 – 50 years old
 - 50 years and over

Section B: Please indicate your degree of agreement or disagreement with the following statements, so please sign (✓) for the choice that reflects your opinion by choosing one of the five alternatives.

The following set of statements measures The impact of risk management on the quality of medical services in Riyadh.

NO.	Evaluating the quality of medical services	1	2	3	4	5
		Strongly disagree	Disagree	Natural	Agree	Strongly agree
1	What is your level of satisfaction with medical services in R\$iyadh?					
2	Have you ever experienced any incidents related to medical errors or adverse events in Riyadh medical facilities?					
3	Do you believe that risk management contributes to improving the quality of medical services in Riyadh?					
4	How confident are you in the safety and quality of medical services provided in Riyadh?					
5	How do you rate the overall effectiveness of risk management practices in Riyadh's medical sector?					
NO.	Influencing the quality of medical services	1	2	3	4	5

The impact of risk management on the quality of medical services in Riyadh

		Strongly disagree	Disagree	Natural	Agree	Strongly agree
1	Do you believe that having risk management strategies can reduce the incidence of medical errors?					
2	Implementing safety and quality procedures associated with risk management leads to improved patient experience in hospitals and medical facilities					
3	Using advanced technology and programs to support risk management and patient safety from medical errors					
4	Encouraging interaction between hospitals to exchange expertise and experience can enhance the quality of healthcare and risk management					
NO.	impact of patient's safety	1	2	3	4	5
		Strongly disagree	Disagree	Natural	Agree	Strongly agree
1	Implementing risk management procedures can positively impact the patient's confidence in treatment and in the medical facility					
2	healthcare providers should inform patients about potential risks or complications associated with medical procedures or treatments.					
3	Having effective communication between patients and healthcare teams can help to detect and reduce medical risks.					
4	How would you rate the accessibility of information regarding patient safety measures and protocols in healthcare facilities?					
NO.	Training and Continuous quality improvement	1	2	3	4	5
		Strongly disagree	Disagree	Natural	Agree	Strongly agree
1	Providing ongoing training and guidance to medical staff on risk management can improve the quality of healthcare					
2	Having advanced risk management systems can contribute to reducing the occurrence of unwanted medical errors					

The impact of risk management on the quality of medical services in Riyadh

3	Raising awareness of the importance of risk management plays a role in improving safety and quality in medical services					
4	Do you believe that improving risk management can lead to reduced medical costs?					

Section C: opinion questions:

Do you have any additional comments or suggestions that you would like to share to enhance risk management and quality of medical services in Riyadh?

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We appreciate you for sparing your time to fill out the survey. Your feedback is valuable for understanding the impact of risk management on medical services in Riyadh.

جامعة ميدأوشن

كلية الإدارة

قسم / إدارة المخاطر



أثر إدارة المخاطر على جودة الخدمات الطبية في الرياض

إعداد الطالب/

أفنان أحمد الغريبي

إشراف/

د. وليد سليمان

د. الفيصل عبد الحميد محمد

العام الدراسي:

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