



NR584 Week 3 Assignment: Risk Management Case Study Template

Name: [REDACTED].

Directions:

Review the Week 3 Risk Management Case Study scenario in the course's Announcements section.

- Use the provided worksheet to robustly answer each section related to the Case Study scenario. Include rationale and reasoning for your answers.
- Follow APA grammar, spelling, word usage, and punctuation rules consistent with formal, graduate level, and scholarly writing.
- Provide resources from at least three scholarly resources. Include in-text citations in APA format when applicable.
- Abide by Chamberlain University's academic integrity policy.

1. Identification

- a. Identify the primary risk event.

The risk primarily involves delayed access to specialized care leading to deterioration in patient health outcomes.

- b. Select the most appropriate classification of the risk (compliance, hazard, control, opportunity).

In the scenario provided, the most appropriate classification of the risk is hazard. A hazard is defined as any circumstance or state that could result in harm or negative consequences. The extended delays in booking an appointment with an infectious disease specialist pose a hazard as they result in unfavorable consequences for the patient, including deterioration of their health, heightened discomfort, and a poorer prognosis.

- c. Describe the risk domain.

In the given situation, the risk domain falls under the category of "Patient Safety and Quality of Care." This domain is concerned with issues that have a direct impact on the well-being and health outcomes of patients, as well as the overall quality of healthcare services provided. The extended wait times for scheduling appointments with an infectious disease specialist pose a direct risk to patient safety. Delays in receiving specialized care for a patient with HIV can result in a deterioration of their condition, increased symptoms, and a decline in their health status. The scenario underscores an issue of quality of care where the patient's access to necessary specialized services is impeded by administrative inefficiencies, thereby affecting the overall effectiveness of the healthcare delivery system.

2. Factors

a. Describe four factors that contribute to the risk.

- i. **High Demand for Specialist Services:** The infectious disease specialist is experiencing a surge in demand as a result of the high volume of patients in need of specialized treatment. Consequently, longer appointment wait times may occur as the specialist's schedule becomes increasingly busy.
- ii. **Administrative and Scheduling Inefficiencies:** Inefficiencies in the administrative and scheduling processes can contribute to prolonged wait times. This may include issues such as outdated scheduling systems, lack of streamlined processes for managing appointments, or inadequate staff to handle appointment requests.
- iii. **Insufficient Staffing and Resources:** The lack of infectious disease specialists or support staff, including administrative personnel or medical assistants, may have an impact on the ability to effectively manage and schedule appointments.
- iv. **Lack of Prioritization and Triage Systems:** Without a well-defined triage or prioritization system in place to evaluate and address the urgency of patient needs, delays in providing immediate care can occur. In the absence of these systems, appointments might be arranged in a chronological order rather than giving priority to patients depending on the seriousness of their condition.

3. Proactive measures

a. Discuss three proactive measures to reduce or prevent the risk. Provide support from a scholarly source and use intext citations.

- i. **Optimize Appointment Scheduling and Management:** Enhance the scheduling system to improve real-time appointment booking, streamline patient flow, and enhance appointment request management. Utilize user-friendly online scheduling tools for easy booking, rescheduling, and tracking of appointments. Consider implementing flexible scheduling options like extended clinic hours or weekend appointments to cater to more patients and minimize wait times (American Society of Healthcare Risk Managers, 2020).
- ii. **Implement Triage and Prioritization Systems:** Design and implement triage procedures for evaluating and ranking patients according to the urgency and seriousness of their medical condition. This guarantees that patients with urgent needs receive prompt attention (American Society of Healthcare Risk Managers, 2020). Establish a scheduling system that prioritizes appointments based on urgency, enabling patients in need of immediate or specialized care to be accommodated without delay.
- iii. **Increase Specialist Availability and Resource Allocation:** Hiring more infectious disease specialists or expanding the working hours of

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