

Medication Synchronization Program Redesign

Identified the project risks that could derail the redesign, rated each one, and assigned a mitigation and an owner.

Project: Medication synchronization redesign for an assisted living facility partner

Rating method: Rating reflects likelihood combined with impact (Low, Medium, High)

Risk Register

ID	Risk	Category	Likelihood	Impact	Rating	Mitigation / Response	Owner
R1	Therapy interruption caused by late or missed refills	Operational	Medium	High	High	Proactive 7-day refill orchestration with a defined prescriber escalation path	Lead Tech
R2	Prescriber authorization delays stall fills	External dependency	High	High	High	Early outreach ahead of due dates and a defined escalation route to prescribers	Lead Tech
R3	Mid-cycle medication changes break synchronization	Process	High	Medium	High	Change-intake step, documented re-sync procedure, coordinator notification	Lead Tech
R4	Communication gaps with the facility cause errors	Stakeholder	Medium	High	High	Standing coordinator liaison line and a documented change process	Lead Tech / Facility Coord.
R5	Volume spikes outpace capacity during scaling	Capacity	Medium	Medium	Medium	Production scheduling and flexible staffing assigned by strength	Lead Tech
R6	Inventory shortages or backorders delay batches	Supply chain	Medium	Medium	Medium	Forward ordering aligned to the fill cycle and substitution protocol with prescriber sign-off	Lead Tech
R7	Staff turnover or training gaps reduce reliability	Resource	Medium	Medium	Medium	Structured training program, competency checklist, and cross-training	Lead Tech / PIC
R8	Documentation gaps surface during audits	Compliance	Low	Medium	Medium	Standardized documentation at each step and audit-ready record keeping	Lead Tech / PIC

How the Register Was Used

- Reviewed at the start of the redesign and revisited as volume scaled, so mitigations stayed current.
- The two High risks tied to external parties (authorizations and facility communication) drove the escalation paths built into the workflow.
- Each risk had a single owner, so nothing sat unwatched.

Project Management Competencies Demonstrated

- Risk identification across operational, external, and resource categories
- Risk rating by likelihood and impact
- Mitigation planning and clear risk ownership
- Tying risk response back into the project design