

ABSTRACT

Primary Clinic is one of the Health Service Units (UPK) under the Ministry of Health that provides standard medical services such as general practitioner services, general dentist services, simple procedures, general obstetrics, and medical record administration. In its operations, the clinic will face various negative risks that can disrupt the flow of service processes and impact patient satisfaction with the quality of clinic services. This study aims to identify operational risks in general practitioner patient services and propose effective risk mitigation measures.

The method used in this study is the House of Risk (HOR), which integrates FMEA and HOQ to identify priority risk agents and determine appropriate mitigation actions. The House of Risk method will be used for this study. The study will be divided into two stages: risk identification and mitigation proposals based on higher risks.

The study found 15 risk events, 13 risk agents, seven potential risk agents, and five mitigation suggestions. Regular performance evaluations were chosen as the top mitigation suggestion based on effectiveness and ease of implementation.

This study is expected to assist the XYZ primary clinic in improving service quality and maintaining patient satisfaction. Additionally, the research findings are anticipated to support the clinic in preparing for accreditation in the coming period to achieve optimal results.

Keywords: *Operational Risk, House of Risk, Risk Mitigation, Patient Service, Primary Clinic*