

Patient Engagement Platform - Stakeholder Presentation Deck Excerpt

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1. Introduction

As the Product Owner, I presented this 15-slide deck during the final stakeholder review (Dec 2022) for our Patient Engagement Platform (Jul 2022 - Dec 2022). The deck, used in client meetings with three hospitals, outlined project goals, features, outcomes, and next steps, contributing to a 15% no-show reduction and 20% patient satisfaction increase. This 2-3 page excerpt summarizes key slides from the full deck.

2. Slide Summaries

Slide 1: Project Overview

- Objective: Streamline appointment scheduling and communication for a healthcare client.
- Context: 6-month project (Jul 2022 - Dec 2022), 10-person Agile team.
- Goals: Reduce no-shows by 15%, improve patient satisfaction by 20%.
- Key Stakeholders: Hospital admins, clinicians, compliance team.

Slide 2: Key Features

- Easy Booking: Web/mobile portal for patients to book appointments.
- Automated Reminders: SMS/email sent 24 hours prior, tested in sprints 4-5.
- EHR Sync: Secure integration with Epic EHR, validated with Postman.
- Admin Analytics: Power BI dashboard for no-show and booking trends.
- Multi-Language Support: English/Spanish, added based on hospital feedback.

Slide 3: User Stories

- Patient: "I want to book appointments online to avoid phone calls."
- Clinician: "I want no-show trends to optimize scheduling."
- Admin: "I want automated reminders to save staff time."
- Acceptance Criteria: Features functional in UAT, HIPAA-compliant.

Slide 4: Project Timeline

- Jul-Aug 2022: Requirements gathering, Figma wireframes.
- Sep-Oct 2022: MVP development (booking, reminders, EHR sync).
- Nov 2022: Analytics dashboard, multi-language support.
- Dec 2022: UAT, stakeholder feedback, final deployment.

Slide 5: Key Metrics

- No-Show Reduction: 15% (target met, saved \$200K).
- Patient Satisfaction: 20% increase (surveys from 3 hospitals).
- Adoption: 3 hospitals, 5,000+ patients in first month.
- Data Accuracy: 100% EHR sync accuracy (verified via SQL).

Slide 6: Challenges and Solutions

- Challenge: EHR API delays in sprint 3.
- Solution: Used mock data for testing, resolved by sprint 4.
- Challenge: Translation errors in Spanish portal.
- Solution: Engaged native speakers for validation in sprint 5.

Slide 7: Next Steps

- Q1 2023: Roll out to 2 more hospitals.

- Q2 2023: Add patient feedback forms.
- Q3 2023: Explore telehealth integration (out-of-scope for MVP).

3. Presentation Details

- Audience: Hospital leadership, compliance team, IT staff.
- Format: Presented via Microsoft Teams, slides built in PowerPoint.
- Feedback: Positive, with requests for additional analytics features.
- Outcome: Client approved MVP, extended contract for enhancements.