**Project Background:**

**HealthFirst Care – Operational Efficiency Improvement**

HealthFirst Care is a mid-sized healthcare facility experiencing several operational challenges that are impacting patient satisfaction and efficiency. The management has noticed delays in appointment scheduling, poor communication between departments, inefficient patient check-ins, and inconsistent resource allocation.

Patients have been providing feedback about long wait times, lack of clarity during discharge, and overall dissatisfaction with service coordination. The hospital staff—doctors, nurses, IT teams, and admin—are also facing issues with unclear responsibilities, manual workflows, and system inefficiencies.

To address these issues, the organization has initiated a **Business Analysis project** to:

* Understand current workflow issues using data and process modeling
* Identify root causes of delays and bottlenecks
* Improve stakeholder engagement and resource planning
* Recommend digital solutions like automation and dashboards

This project documents each step taken in the business analysis lifecycle—from requirement gathering to process modeling, data analysis, dashboard design, and risk planning—with the goal of optimizing operations and enhancing patient care.