**Project name: Healthfirst Care initiative**

**Business Requirements Document**

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| **Project Overview** |
| The BRD outlines the business requirements for the HealthFirst Care initiative, aimed at improving patient experience and operational efficiency. The project focuses on challenges faced by the hospital, such as issues in appointment scheduling, communication, record management, and resource allocation. This initiative aims to streamline these processes to enhance overall hospital operations. |

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| **Background and Problem Statement** |
| HealthFirst Care is experiencing challenges in appointment scheduling, leading to patient dissatisfaction, inefficient record management, poor communication between departments, and difficulties in resource allocation. |

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| **Project scope** | |
| **In-scope**   1. Improve online appointment system. 2. Enhance Resource allocation. 3. Improve inter departmental communication. 4. Streamline patience records system. 5. Improve Billing process. | **Out-of-scope**   1. Redesign Website. 2. Building new facilities. 3. Recruit more nurses. |

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| **Stakeholders** |
| 1. Patients  2. Doctors  3. Nurses  4. Administrative Staff  5. IT Teams |

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| **Business objectives** |
| The primary objectives of this project are to improve patient experience by streamlining appointment scheduling and communication and to enhance operational efficiency through better resource management, record handling, and inter-departmental coordination. |

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| **Requirements** | |
| **Functional requirements**   1. User-friendly interface for patients. 2. Implement real-time notifications system. 3. Enable real-time visibility of doctors. 4. Upgrade the appointment system. 5. Ensure an even nurse-to-patient ratio. 6. Maintain continuous availability of essential supplies. 7. Provide access to diagnostic and specialized equipment during peak hours. 8. Improve coordination for sharing critical resources during shift overlaps in emergency rooms. 9. Establish real-time communication channels between key departments. 10. Upgrade and digitize the referral system. 11. Implement standardized patient handoff protocols. 12. Implement an integrated Hospital Information System (HIS). 13. Integrate billing systems with treatment records. 14. Deploy data analytics tools. 15. Optimize patient flow. 16. Introduce queue management systems with real-time status updates. 17. Provide post-consultation instructions through SMS or email. 18. Establish dedicated helplines or chat systems. | **Non-functional requirements**   1. Scalable for growing users and data 2. Supports fast updates with minimal downtime 3. Accessible across devices and user needs 4. Dashboard loads within 2 seconds 5. Secure with encryption and access control 6. User-friendly interface 7. 99.9%+ system uptime |

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| **Assumptions** |
| 1. Patients will have access to smartphone and laptops. 2. Hospital management will approve necessary budgets for system upgrades. 3. Training will be provided to staff. 4. No major and regulatory changes will occur during project. 5. The hospital infrastructure will support new IT Software’s. 6. Key departments will actively engage in the process. |

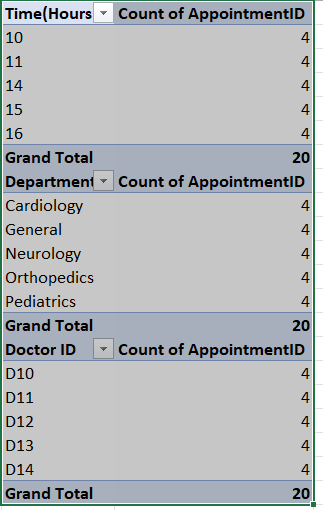
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| **Constraints** |
| 1. Budget limitations for system upgrades. 2. Staff resist to change. 3. Lack of sufficient skills in IT Team. 4. Frequent Downtime. 5. Interruption in operations. |

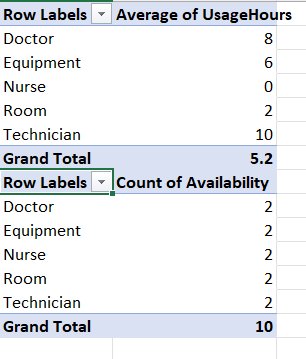
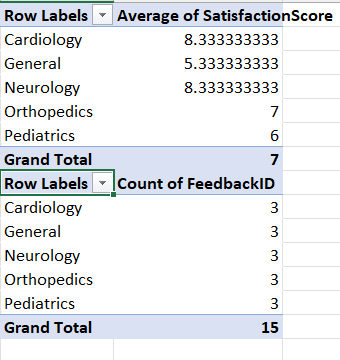
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| **Acceptance Criteria** |
| * 1. 80%+ patient satisfaction, 95% confirmation rate.   2. 90% reduction in missed appointments.   3. Real-time updates with 100% synchronization.   4. 95% reduction in double bookings.   5. 20% reduction in workload complaints.   6. Stock levels maintained at 95%+.   7. 100% availability during booked slots.   8. 80% reduction in resource conflicts.   9. 99.9% uptime; 90% of handoffs without delay.   10. 95% referrals processed digitally; 30% faster.   11. 100% adherence; 90% fewer handoff errors.   12. 95%+ data accuracy; positive staff feedback.   13. 90% fewer billing errors; billing time reduced by 25%.   14. Monthly reports auto-generated; used by admin.   15. 25%+ reduction in wait times.   16. 70% reduction in complaints.   17. 95% delivery rate; 85% patient clarity satisfaction.   18. 90% queries resolved on time; positive patient feedback. |

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| **Key Findings** |
| 1. **Appointment Data-**  * 10 AM to 4 PM is consistently booked, with 4 appointments each hour. * All departments (Cardiology, General, Neurology, Orthopedics, Pediatrics) have an equal number of appointments (4 each). * All doctors (D10 to D14) currently have equal appointment distribution (4 each).  1. **Feedback Data-**  * General department has the lowest satisfaction score → likely due to delays or communication issues. * Cardiology and Neurology show high patient satisfaction overall.  1. **Resource Data-**  * Technicians are heavily utilized, indicating over-reliance or possible understaffing. * Doctors and equipment also show moderate-to-high usage, suggesting resource strain during peak times. |

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| **Conclusion** |
| The HealthFirst Care Initiative addresses critical operational challenges in appointment scheduling, resource allocation, inter-departmental communication, and patient record management. Through the proposed solutions, the project aims to enhance patient experience, improve staff efficiency, and optimize hospital workflows. Successful implementation will result in reduced wait times, streamlined processes, and better coordination across departments. These improvements will contribute to a more patient-centric, efficient, and sustainable healthcare environment for both patients and healthcare providers. |

**Screenshorts**

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