**Project name: Healthfirst Care initiative**

**Project Scope Statement**

**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.

**Project scope**

**In-scope activities**

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 activities**

1. Redesign Website.

2. Building new facilities.

3. Recruit more nurses.

**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.

**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.

**Work Breakdown Structure (WBS)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **WBS ID** | **Task Name** | **Task Description** | **Owner** | **Milestone/Deliverable** | **Estimated Duration** |
| 1.0 | HealthFirst Care Improvement initiatives | Overall project it to improve Patient experience and operational efficiency | Project Manager | Project Charter | 1 week |
| 1.1 | Requirements Gathering | Collect the project requirements | Business analyst | Completed requirements phase. | 4 weeks |
| 1.1.1 | Stakeholder Interview | Identify stakeholder needs, interest and pain points | Business analyst | Stakeholder feedback documented (stakeholder profile) | 1 week |
| 1.1.2 | Analyse Project Data | Analyse the appointments, feedback and resource data to gain insights. | Data Analyst | Pivot Tables, Visual Charts | 1 Week |
| 1.1.3 | Develop Business Requirements Documents (BRD) | Gather all stakeholders’ requirements in one document | Business Analyst | Develop BRD | 1 Week |
| 1.1.4 | Develop Requirement Traceability Matrix | Prioritize the Requirements | Business Analyst | Develop RTM | 0.5 Week |
| 1.1.5 | Develop Stakeholder Engagement plan | Document stakeholders’ engagement details | Business Analyst | Approved Stakeholder Engagement Plan | 0.5 Week |
| 1.2 | System Design | Design the solution to improve the operations | IT Team | Approve design document | 2 weeks |
| 1.3 | Development & Implementation | Develop the design and implement it | Development Team | Functional Prototype | 4 Week |
| 1.4 | Testing & Validation | Test the Solution | Q/A lead | User Acceptance & Test Report | 2 Week |
| 1.5 | Training | Conduct training program to train the employees | Project Manager | Go-live confirmation | 1Week |
| 1.6 | Project Closure | Implement the solutions | Project Manager | |  | | --- | | Final Project Sign-Off | | |  | | --- | | 1 week | |

**Scope Change Process**

**Scope Change Request Process:**

1. Change request submitted via formal document or email.
2. Reviewed by Project Manager.
3. Evaluated based on alignment with goals, impact on timeline, and budget.
4. Approved or rejected by Hospital Leadership.

**Approval Criteria:**

* Impact on patient experience
* Cost implications
* Feasibility within timeline

**Roles Responsible for Approval:**

* Project Manager (Primary Reviewer)
* Hospital Leadership (Final Approval)