

LESSONS LEARNED REPORT	
Project Name	MediLocate.
Project Sponsor	Saskatchewan Health Authority.
Project Manager	Adriana Carolina Garcia Serrano.
What went well during the project?	
Successful Implementation of Core Features: The appointment scheduling system was successfully designed and deployed, providing users with a seamless way to manage appointments.	
Integration of Real-Time Update System: The real-time update system for scheduling changes was a notable achievement, meeting the expectations for responsiveness and accuracy.	
Positive User Feedback on Usability: Surveys conducted during testing indicated that the system was intuitive and easy to navigate for both patients and medical professionals.	
Transparent Cost Representation: The ability to show upfront costs for services added significant value to the platform, ensuring transparency and improving trust.	
What did not go well during the project?	
Team Collaboration Challenges: Despite the project being a group effort, the lack of participation and accountability among team members led to the project manager shouldering most of the workload.	
Absence of Authentication for Medical Professionals: A major limitation was the lack of a verification mechanism for medical professionals, which could lead to trust issues in the system.	
Limited Resources and Time: Due to unequal workload distribution, time constraints impacted the ability to include advanced features like payment system integration.	
Insufficient Risk Mitigation: The project lacked effective contingency plans to address unforeseen issues related to resource and time management.	
What should we do differently next time?	How will this be done?
Conduct thorough surveys to gather objective feedback.	Design questionnaires targeting process and management issues and collect responses from all team members and stakeholders.
Ensure equitable workload distribution.	Use project management tools like Gantt charts to allocate tasks and monitor team progress.

Enhance feature prioritization to avoid overburdening tasks.	Create a more focused feature list to better align with team capacity and timelines.
Include authentication mechanisms for professionals.	Implement a verification process tied to medical licensing boards to validate credentials during registration.
Organize debriefing meetings with members.	Host debriefing sessions to analyze key issues, ensure project planning deficiencies are addressed, and streamline processes.