Project Title: Hospital Management System

Stakeholder Vision Document

High-Level Scope:

The project aims to build an online Hospital Management System (HMS) to facilitate patient registration, appointment scheduling, medical record management, billing, and administrative functions. This system will streamline hospital operations, improve patient care, and enhance overall efficiency. The scope includes developing a web and mobile-friendly interface, ensuring secure data handling, and supporting multi-department hospital operations.

High-Level Release Plan:

The project will follow a phased release strategy to ensure systematic development and deployment.
Phase 1 will focus on developing core hospital management features, including patient registration and appointment scheduling, with an estimated completion in Q1.
Phase 2 will integrate electronic health record (EHR) systems and billing modules, expected to be completed by Q2.
Phase 3 will implement administrative management features for staff coordination and compliance, targeted for Q3.
Phase 4 will ensure full deployment, incorporating ongoing support, security enhancements, and optimization by Q4.
Each phase will be validated against key performance indicators (KPIs) and stakeholder feedback before advancing to the next stage.

Product Consumers:

Patients: Individuals seeking healthcare services who require an efficient way to register, book appointments, and access medical records.
Healthcare Providers: Doctors, nurses, and medical staff who need streamlined access to patient information, scheduling, and treatment history.
Hospital Administrators: Personnel responsible for managing hospital operations, staff coordination, billing, and compliance with healthcare regulations.

Method(s) To Gather Feedback:

Patient Satisfaction Surveys – Collecting insights on usability and service efficiency.
Operational Efficiency Metrics – Measuring time saved in administrative tasks and appointment scheduling.
Provider and Staff Feedback Sessions – Understanding improvements in workflow and hospital management.
Analytics & Usage Metrics – Tracking system engagement, booking trends, and resource utilization.
User Support Requests & Complaints Analysis – Addressing issues raised by patients, providers, and hospital staff.

Acceptance Criteria:

1-Patient Registration & Appointment Scheduling

- Patients can register and book appointments quickly and efficiently.
- Automated reminders notify patients of upcoming appointments.

2-Record Management

- Secure storage and retrieval of patient health records.
- Authorized staff can access and update records with accuracy.

3-Billing & Payment Processing

- Automatic invoice generation and support for multiple payment methods.
- Ensures billing accuracy and secure transaction processing.

4-Administrative & Staff Management

- Real-time tracking of doctor availability and patient flow.
- Automated compliance checks for hospital regulations.

5-Security & System Performance

- The system maintains high availability with minimal downtime.
- Role-based access control and data encryption ensure security.

6-User Experience & Efficiency

- Improved hospital workflow reduces administrative workload.
- System performance supports multiple users without lag.