Unidad de Hospitalización Domiciliaria

**Vision**

**Version** 1.0

**Revision History**

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Vision

# Introduccion

El propósito de este documento es recolectar, analizar y definir necesidades y características de alto nivel para el sistema de hospitalización domiciliaria. Concentrándose en las capacidades requeridas por los stakeholders y los usuarios objetivos, y porque estas necesidades existen. Los detalles del cómo el sistema de hospitalización domiciliaria satisface estas necesidades están detalladas en los casos de uso y especificaciones suplementarias.

## Proposito

Hoy en día muchos hospitales carecen de recursos para la implementación de tecnología con el fin de realizar tareas con mayor facilidad y con eficiencia requerida para aprovechar de mejor manera el tiempo, con esto en mente es que se creó este documento de visión, con el fin de satisfacer la funcionalidad requerida por los participantes en el proyecto y los usuarios finales.

Esta funcionalidad se centra en la optimización de rutas de los vehículos que realizan visitas domiciliarias a pacientes, con los detalles de cómo se realiza descritos en la especificación de casos de usos, especificación de casos de negocios y en otros documentos adicionales.

## Alcance

El sistema facilitará la hospitalización domiciliaria, de modo que se podrá optimizar la ruta de viaje para pacientes que se deben visitar a diario, permitiendo definir prioridades de la ruta, medir el tiempo de trabajo en ruta diaria, planificar visitas posteriores, registrar la visita a pacientes, tener un registro clínico, que permite registro de actividades, registro fotográfico de heridas, generar reportes en pdf y lista de trabajo de paciente… complementar con mas cosas

## Definiciones, acrónimos y abreviaturas

[Esta subsección Provee las Definiciones de todos los términos, Acrónimos, y Abreviaturas requeridos para interpretar correctamente el documento de Visión. Esta inFormación puede ser entregada por referencias al glosario del proyecto.]

## Referencias

[Esta subsección Provee una completa lista de todos los documentos referenciados en otra parte del documento de Visión. Identificar cada documento por título, número de reporte si es aplicable, fecha, y organización publicadora. Especificar La Fuente desde donde las Referencias pueden ser obtenidas. Esta información puede ser entregada por referencias a un apéndice o a Otros documentos.]

## Vision general

[Esta subsección describe que contiene el documento de Visión y explica cómo está organizado.]

# Posicionamiento

## Oportunidad de negocio

Se creará un software que podría llegar a ser implementado en otros hospitales de la región metropolitana.

## Planteamiento del problema

Los enfermeros no disponen de la tecnología necesaria para actualizar datos en tiempo real, por lo que realizar la tarea manualmente de gestionar rutas y ver qué pacientes visitar se vuelve tedioso y lento.

|  |  |
| --- | --- |
| El problema de | Falta de optimización de rutas implica largos tiempos de planeación de estas. |
| Afecta | Pacientes, Enfermeros y Médicos. |
| El impacto de este es | Largos tiempos perdidos debido al papeleo. |
| Una solución exitosa seria | Aplicar metodologías de optimización de ruta, para así reducir el tiempo de planeación. |

## 

## Planteamiento de la Posición del Producto

La aplicación por ahora tiene como objetivo abarcar solo el hospital El Pino, en el área de hospitalización domiciliaria.

|  |  |
| --- | --- |
| Para | Personal Médico.  Pacientes. |
| Quien | Ofrece y recibe (respectivamente) asistencia médica a domicilio en San Bernardo y El Bosque. |
| El (Producto Nombre) | Es un software de gestión de rutas y documentos. |
| Que | *Gestiona rutas, permite ver documentos y actualizar datos sobre los pacientes.* |
| A diferencia de | *Papeles impresos.* |
| Nuestro producto | *Genera las rutas automáticamente y permite ver los documentos y actualizar los datos en tiempo real, sin la necesidad de tener que imprimir papeles en cada salida a terreno.* |

# **Stakeholder and User Descriptions**

* Pacientes *→* Usuario
  + Se considera dentro de los Stakeholders, ya que participa en el desarrollo de las actividades y se les facilita información a través de la aplicación.
* Enfermeros *→* Usuario
  + Son necesarios para realizar las visitas.
* Médicos *→* Usuario
  + Médicos a cargo de los pacientes.
* Kinesiologo *→* Usuario
  + Necesarios para realizar visitas ocasionalmente.
* Director
  + Interés en los resultados del área.

## Mercados Demograficos

*[Resume el mercado demográfico clave, que motiva a las decisiones de tu producto, describe un segmento del mercado objetivo. Estima el tamaño del mercado y su crecimiento usando un número de potenciales usuarios y la cantidad de dinero que tus clientes tendrán que gastar para que tu producto o mejora puedan cubrirlo. Analiza tendencias de mercados mayores y tecnologías. Responda estas preguntas estratégicas*

*1) ¿Cual es la reputación de tu organización en estos mercados?*

*2) ¿Como te gustaria que fuera?*

*3) ¿Como este producto o servicio ayuda a tu meta? Stakeholder Resumen]*

## Resumen de Stakeholder

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Director del hospital | Encargado de la administración del hospital | * Responsable del manejo logístico de la empresa. * Responsable del cumplimiento de los lineamientos que exigían las normas de la empresa. |

## **User Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Pacientes | Personas que reciben la atención de especialistas en sus domicilios | * Seguir las indicaciones entregadas por los enfermeros. |
| Marcela Escudero Díaz | Subdirectora de enfermería | * Encargada de los reportes del día * Encargada de que se cumplan a tiempo las rutas |

## Entorno del usuario

El número de personas involucradas dentro del proceso va cambiando debido al flujo constante de pacientes que recibe el hospital, sin embargo el número de enfermeros y otros especialistas relacionados tendrá un número relativamente constante, siendo necesario incrementar en casos de contingencia o expansión. El tiempo de demora de cada actividad depende de la complejidad del mismo, siendo la complejidad más baja cercana a los 10 o 15 minutos hasta cerca de una hora con los clientes más complejos. Las restricciones ambientales que restringen el problema son la cantidad de vehículos disponibles y la cantidad de tráfico o complicaciones en cada calle. En este momento los sistemas que se encuentran funcionando son la escritura de informes en papel, de manera poco detallada, luego de terminar todo el trayecto realizado por el día, y un documento excel con los pacientes a visitar por el día para realizar la planificación del viaje. Se pretende implementar una aplicación móvil que permita la realización de estos informes de manera digital, lo que luego se deje guardado en una base de datos y, junto con esto, la nueva aplicación permitirá la creación de rutas eficientes entre clientes.

## **Stakeholder Profiles**

### Director del Hospital

|  |  |
| --- | --- |
| **Representativo** | Patricio Vera |
| **Descripción** | *[Una breve descripción del tipo de stakeholder.]* |
| **Tipo** | *[Califica la experiencia del stakeholder, trasfondo tecnico, y grado de sofisticacion, seria – guru, de negocios, experto, usuario casual y asi.]* |
| **Responsabilidades** | *[Lista de las responsabilidades claves del stakeholder con respecto al Sistema siendo desarrollado – sería su interés como stakeholders.]* |
| **Criterio para el Éxito** | *[Como define el exito el stakeholder?*  *Como es recompensado el stakeholder?]* |
| **Participacion** | *[Cómo está envuelto con el Proyecto el stakeholder,relacionar con los roles que cubre en el proyecto.]* |
| **Resultados** | *[Hay algún resultado requerido por el stakeholder? Estos pueden ser resultados de proyectos o información del funcionamiento de este.]* |
| **Comentarios / Problemas** | *[Problemas que influyen el éxito o Desarrollo van aquí.]* |

### 

|  |  |
| --- | --- |
| **Representativo** | *[Quien es el stakeholder representativo en este Proyecto? (opcional si está documentado en otra parte) Aquí queremos nombres.]* |
| **Descripción** | *[Una breve descripción del tipo de stakeholder.]* |
| **Tipo** | *[Califica la experiencia del stakeholder, trasfondo tecnico, y grado de sofisticacion, seria – guru, de negocios, experto, usuario casual y asi.]* |
| **Responsabilidades** | *[Lista de las responsabilidades claves del stakeholder con respecto al Sistema siendo desarrollado – sería su interés como stakeholders.]* |
| **Criterio para el Éxito** | *[Como define el exito el stakeholder?*  *Como es recompensado el stakeholder?]* |
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| **Comentarios / Problemas** | *[Problemas que influyen el éxito o Desarrollo van aquí.]* |

## **User Profiles**

*[Describe each unique user of the system here by filling in the following table for each user type. Remember user types can be as divergent as gurus and novices. For example, a guru might need a sophisticated, flexible tool with cross-platform support, while a novice might need a tool that is easy to use and user-friendly. A thorough profile needs to cover the following topics for each type of user.]*

### *<User Name>*

|  |  |
| --- | --- |
| **Representative** | *[Who is the user representative to the project? (Optional if documented elsewhere.) This often refers to the Stakeholder that represents the set of users, for example, Stakeholder: Stakeholder1.]* |
| **Description** | *[A brief description of the user type.]* |
| **Type** | *[Qualify the user’s expertise, technical background, and degree of sophistication—that is, guru, casual user, and so on.]* |
| **Responsibilities** | *[List the user’s key responsibilities with regard to the system being developed— that is, captures details, produces reports, coordinates work, and so forth.]* |
| **Success Criteria** | *[How does the user define success?*  *How is the user rewarded?]* |
| **Involvement** | *[How is the user involved in the project? Relate where possible to Rational Unified Process roles—that is, Requirements Reviewer, and so on.]* |
| **Deliverables** | *[Are there any deliverables the user produces and, if so, for whom?]* |
| **Comments / Issues** | *[Problems that interfere with success and any other relevant information go here. These would include trends that make the user’s job easier or harder.]* |

## **Key Stakeholder or User Needs**

*[List the key problems with existing solutions as perceived by the stakeholder or user. Clarify the following issues for each problem:*

*• What are the reasons for this problem?*

*• How is it solved now?*

*• What solutions does the stakeholder or user want?]*

*[It is important to understand the* ***relative*** *importance the stakeholder or user places on solving each problem. Ranking and cumulative voting techniques indicate problems that* ***must*** *be solved versus issues they would like addressed.*

*Fill in the following table—if using Rational RequisitePro to capture the Needs, this could be an extract or report from that tool.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| Broadcast messages |  |  |  | |  |

## **Alternatives and Competition**

*[Identify alternatives the stakeholder perceives as available. These can include buying a competitor’s product, building a homegrown solution or simply maintaining the status quo. List any known competitive choices that exist or may become available. Include the major strengths and weaknesses of each competitor as perceived by the stakeholder or end user.]*

### *<aCompetitor>*

### *<anotherCompetitor>*

## Visión general del producto

*[This section provides a high level view of the product capabilities, interfaces to other applications, and system configurations. This section usually consists of three subsections, as follows:*

*• Product perspective*

*• Product functions*

*• Assumptions and dependencies]*

## **P**erspectiva del producto

El producto que se desarrollará optimizará los tiempos de visita a pacientes, además permitirá tener una comunicación más amena entre enfermeros y pacientes y generar reportes de las visitas en tiempo real.2

*[This subsection of the* ***Vision*** *document puts the product in perspective to other related products and the user’s environment. If the product is independent and totally self-contained, state it here. If the product is a component of a larger system, then this subsection needs to relate how these systems interact and needs to identify the relevant interfaces between the systems. One easy way to display the major components of the larger system, interconnections, and external interfaces is with a block diagram.]*

## **Summary of Capabilities**

*[Summarize the major benefits and features the product will provide. For example, a* ***Vision*** *document for a customer support system may use this part to address problem documentation, routing, and status reporting without mentioning the amount of detail each of these functions requires.*

*Organize the functions so the list is understandable to the customer or to anyone else reading the document for the first time. A simple table listing the key benefits and their supporting features might suffice. For example:]*

**Table 4-1 Customer Support System**

|  |  |
| --- | --- |
| **Customer Benefit** | **Supporting Features** |
| New support staff can quickly get up to speed. | Knowledge base assists support personnel in quickly identifying known fixes and workarounds. |
| Customer satisfaction is improved because nothing falls through the cracks. | Problems are uniquely itemized, classified and tracked throughout the resolution process. Automatic notification occurs for any aging issues. |
| Management can identify problem areas and gauge staff workload. | Trend and distribution reports allow high level review of problem status. |
| Distributed support teams can work together to solve problems. | Replication server allows current database information to be shared across the enterprise. |
| Customers can help themselves, lowering support costs and improving response time. | Knowledge base can be made available over the Internet. Includes hypertext search capabilities and graphical query engine. |

## **Assumptions and Dependencies**

*[List each of the factors that affect the features stated in the* ***Vision*** *document. List assumptions that, if changed, will alter the* ***Vision*** *document. For example, an assumption may state that a specific operating system will be available for the hardware designated for the software product. If the operating system is not available, the* ***Vision*** *document will need to change.]*

## **Cost and Pricing**

*[For products sold to external customers and for many in-house applications, cost and pricing issues can directly impact the application’s definition and implementation. In this section, record any cost and pricing constraints that are relevant. For example, distribution costs, (# of diskettes, # of CD-ROMs, CD mastering) or other cost of goods sold constraints (manuals, packaging) may be material to the projects success, or irrelevant, depending on the nature of the application.]*

## **Licensing and Installation**

*[Licensing and installation issues can also directly impact the development effort. For example, the need to support serializing, password security or network licensing will create additional requirements of the system that must be considered in the development effort.*

*Installation requirements may also affect coding or create the need for separate installation software.]*

# **Product Features**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nombre de la característica** | **Descripción** | **Inputs** | **Outputs** | **Usuario Responsable** |
| Generar rutas | Se crea un ruta óptima de los clientes a visitar durante el día | Lista de clientes a visitar |  |  |
|  |  |  |  |  |

*[List and briefly describe the product features. Features are the high-level capabilities of the system that are necessary to deliver benefits to the users. Each feature is an externally desired service that typically requires a series of inputs to achieve the desired result. For example, a feature of a problem tracking system might be the ability to provide trending reports. As the use-case model takes shape, update the description to refer to the use cases.*

*Because the* ***Vision*** *document is reviewed by a wide variety of involved personnel, the level of detail needs to be general enough for everyone to understand. However, enough detail must be available to provide the team with the information they need to create a use-case model.*

*To effectively manage application complexity, we recommend for any new system, or an increment to an existing system, capabilities are abstracted to a high enough level so 25-99 features result. These features provide the fundamental basis for product definition, scope management, and project management. Each feature will be expanded in greater detail in the use-case model.*

*Throughout this section, each feature will be externally perceivable by users, operators or other external systems. These features need to include a description of functionality and any relevant usability issues that must be addressed. The following guidelines apply:*

*• Avoid design. Keep feature descriptions at a general level. Focus on capabilities needed and why (not how) they should be implemented.*

*• If you are using the Rational RequisitePro toolkit, all need to be selected as requirements of type for easy reference and tracking.]*

## **<aFeature>**

## **<anotherFeature>**

# **Constraints**

*[Note any design constraints, external constraints or other dependencies.]*

# **Quality Ranges**

*[Define the quality ranges for performance, robustness, fault tolerance, usability, and similar characteristics that are not captured in the Feature Set.]*

# **Precedence and Priority**

*[Define the priority of the different system features.]*

# **Other Product Requirements**

*[At a high level, list applicable standards, hardware or platform requirements, performance requirements, and environmental requirements.]*

## **Applicable Standards**

*[List all standards with which the product must comply. These can include legal and regulatory (FDA, UCC) communications standards (TCP/IP, ISDN), platform compliance standards (Windows, UNIX, and so on), and quality and safety standards (UL, ISO, CMM).]*

## **System Requirements**

*[Define any system requirements necessary to support the application. These can include the supported host operating systems and network platforms, configurations, memory, peripherals, and companion software.]*

## **Performance Requirements**

*[Use this section to detail performance requirements. Performance issues can include such items as user load factors, bandwidth or communication capacity, throughput, accuracy, and reliability or response times under a variety of loading conditions.]*

## **Environmental Requirements**

*[Detail environmental requirements as needed. For hardware- based systems, environmental issues can include temperature, shock, humidity, radiation, and so forth. For software applications, environmental factors can include usage conditions, user environment, resource availability, maintenance issues, and error handling and recovery.]*

# **Documentation Requirements**

*[This section describes the documentation that must be developed to support successful application deployment.]*

## **User Manual**

*[Describe the purpose and contents of the User Manual. Discuss desired length, level of detail, need for index, glossary of terms, tutorial versus reference manual strategy, and so on. Formatting and printing constraints must also be identified.]*

## **Online Help**

*[Many applications provide an online help system to assist the user. The nature of these systems is unique to application development as they combine aspects of programming (hyperlinks, and so forth) with aspects of technical writing, such as organization and presentation. Many have found the development of an online help system is a project within a project that benefits from up-front scope management and planning activity.]*

## **Installation Guides, Configuration, and Read Me File**

*[A document that includes installation instructions and configuration guidelines is important to a full solution offering. Also, a Read Me file is typically included as a standard component. The Read Me file can include a "What's New With This Release” section, and a discussion of compatibility issues with earlier releases. Most users also appreciate documentation defining any known bugs and workarounds in the Read Me file.]*

## **Labeling and Packaging**

*[Today's state-of-the-art applications provide a consistent look and feel that begins with product packaging and manifests through installation menus, splash screens, help systems, GUI dialogs, and so on. This section defines the needs and types of labeling to be incorporated into the code. Examples include copyright and patent notices, corporate logos, standardized icons and other graphic elements, and so forth.]*

# **A Feature Attributes**

*[Features are given attributes that can be used to evaluate, track, prioritize, and manage the product items proposed for implementation. All requirement types and attributes need to be outlined in the Requirements Management Plan, however, you may wish to list and briefly describe the attributes for features that have been chosen. The following subsections represent a set of suggested feature attributes.]*

## **A.1 Status**

*[Set after negotiation and review by the project management team. Tracks progress during definition of the project baseline.]*

|  |  |
| --- | --- |
| Proposed | *[Used to describe features that are under discussion but have not yet been reviewed and accepted by the "official channel," such as a working group consisting of representatives from the project team, product management, and user or customer community.]* |
| Approved | *[Capabilities that are deemed useful and feasible, and have been approved for implementation by the official channel.]* |
| Incorporated | *[Features incorporated into the product baseline at a specific point in time.]* |

## **A.2 Benefit**

*[Set by Marketing, the product manager or the business analyst. All requirements are not created equal. Ranking requirements by their relative benefit to the end user opens a dialog with customers, analysts, and members of the development team. Used in managing scope and determining development priority.]*

|  |  |
| --- | --- |
| Critical | *[Essential features. Failure to implement means the system will not meet customer needs. All critical features must be implemented in the release or the schedule will slip.]* |
| Important | *[Features important to the effectiveness and efficiency of the system for most applications. The functionality cannot be easily provided in some other way. Lack of inclusion of an important feature may affect customer or user satisfaction, or even revenue, but release will not be delayed due to lack of any important feature.]* |
| Useful | *[Features that are useful in less typical applications will be used less frequently or for which reasonably efficient workarounds can be achieved. No significant revenue or customer satisfaction impact can be expected if such an item is not included in a release.]* |

## **A.3 Effort**

*[Set by the development team. Because some features require more time and resources than others, estimating the number of team or person-weeks, lines of code required or function points, for example, is the best way to gauge complexity and set expectations of what can and cannot be accomplished in a given time frame. Used in managing scope and determining development priority.]*

## **A.4 Risk**

*[Set by development team based on the probability the project will experience undesirable events, such as cost overruns, schedule delays or even cancellation. Most project managers find categorizing risks, as high, medium, and low, is sufficient, although finer gradations are possible. Risk can often be indirectly assessed by measuring the uncertainty (range) of the projects team’s schedule estimate.]*

## **A.5 Stability**

*[Set by the analyst and development team, this is based on the probability that features will change or the team’s understanding of the feature will change. Used to help establish development priorities and determine those items for which additional elicitation is the appropriate next action.]*

## **A.6 Target Release**

*[Records the intended product version in which the feature will first appear. This field can be used to allocate features from a* ***Vision*** *document into a particular baseline release. When combined with the status field, your team can propose, record, and discuss various features of the release without committing them to development. Only features whose Status is set to Incorporated and whose Target Release is defined will be implemented. When scope management occurs, the Target Release Version Number can be increased so the item will remain in the* ***Vision*** *document but will be scheduled for a later release.]*

## **A.7 Assigned To**

*[In many projects, features will be assigned to "feature teams" responsible for further elicitation, writing the software requirements, and implementation. This simple pull-down list will help everyone on the project team to understand responsibilities better.]*

## **A.8 Reason**

*[This text field is used to track the source of the requested feature. Requirements exist for specific reasons. This field records an explanation or a reference to an explanation. For example, the reference might be to a page and line number of a product requirement specification or to a minute marker on a video of an important customer review.]*