

Harris Healthcare Workload Application Business Case

COSC 471
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Version 1.9

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April 2020

Revision History

Revision	Date	Brief Summary of Changes	Author
Version 1.4	2020/01/08	Updated based on additional features for production version	N. Murray
Version 1.5	2020/02/11	Revised Document and Added Revision History	B. Chesley

Contents

1 Project Definition 3

1.1 Background Information 3

1.2 Business Objective 3

2 Impact on Organization 3

1 Project Definition

1.1 Background Information

Harris Healthcare provides software solutions to improve the productivity and efficiency of front-line healthcare employees. Harris Healthcare is concerned with optimizing the allocation of staff for certain shifts based on collected data.

1.2 Business Objective

We are building an improved version of the current Harris Healthcare application, Workload for Nursing and Allied Health Professionals. This workload solution allows managers to monitor performance, evaluate current processes and optimize staffing numbers using analytic and time metrics dashboard. Managers can see where staff are spending most of their time and how productive they are during certain time periods. Front-line staff will have an improved workflow for tracking appointments and logging appointment information. Creating user roles for front-line staff and managers will keep these features separate between accounts.

The client hospital has front-line staff who visit a number of patients each day and take part in meetings and training sessions. The application should present employees with a list of these events and where on the hospital grounds the events are taking place. The application should allow employees to log time metrics for each event, including the time spent travelling between events. Additionally the application should allow for the creation of custom forms for logging patient and appointment data. Session times should be tracked to logout the user after inactivity and users should be able to login quickly using a smartphone's fingerprint scanner.

2 Impact on Organization

The application will provide insights to Senior Leadership at the hospital via reports and dashboards. These insights will allow the hospital to properly allocate staff and avoid both over and under-staffing. Both the use of the application by front-line staff and the analytical data provided by the application will improve the productivity and efficiency of the hospital.