

Business Requirements Document (BRD)

Project Title: XYZ Health Solutions IT System Integration

Date: Q3, 2025

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1. Scope

The scope of this project is to integrate XYZ Health Solutions' fragmented IT systems — patient records, appointment scheduling, and billing — into a single unified platform. The system will:

- Streamline operations by reducing redundant manual processes.
- Enhance patient experience through accurate scheduling and billing.
- Provide real-time access to data across departments.
- Improve compliance with healthcare regulations (HIPAA).
- Enable analytics and reporting via a centralized data warehouse and visualization tools.

2. Objectives

- System Integration – Consolidate patient records, scheduling, and billing into one seamless platform.
- Compliance – Ensure full HIPAA compliance with secure governance and audit-ready reporting.
- Error Reduction – Reduce scheduling errors by 20% within 6 months of implementation.
- Patient Satisfaction – Increase patient satisfaction scores by 10% within 12 months.
- Operational Continuity – Achieve integration with zero unplanned downtime during go-live.
- Data-Driven Decisions – Provide interactive dashboards (Tableau) to support executive decision-making.

3. Assumptions

- Existing IT infrastructure can support the integration of MySQL databases and data warehouse components.
- Stakeholders will be available for interviews, workshops, and feedback sessions.
- Patients and staff will adopt the new system once trained, with minimal resistance to change.

- Budget allocations will cover vendor costs, training, and compliance audits.
- Legacy data is retrievable, accurate enough, and can be migrated with minimal issues.

4. Success Metrics

- Compliance: 100% HIPAA compliance, confirmed through successful regulatory audit.
- Error Reduction: $\geq 20\%$ reduction in scheduling and billing errors within 6 months.
- Satisfaction: $\geq 10\%$ increase in patient satisfaction scores within 12 months.
- System Adoption: $\geq 80\%$ staff adoption rate within 3 months post-rollout.
- Project Delivery: Integration completed on time (Q3–Q4 2025) and within approved budget.