Rapid Care, Inc. Profile

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T***he details below should be used in completing the four bi-weekly assignments***.  The instructor will post the full requirements for the staged project in the first few weeks of the course.

**The Scenario:**

A non-profit health system has decided to start-up a new corporate entity that will be a separate for-profit, privately held, urgent-care organization. The new company will be called RapidCare, Inc. (RCI).  As the non-profit health system must distance itself from the for-profit arm of its business, it has decided to completely separate its IT and business functions, ensuring that RCI can operate as a fully independent, but wholly owned subsidiary of the health system.

RCI plans to build 10 urgent care locations across a five-county area, in the southeastern part of Pennsylvania.  They hired a CIO to build a new IT department to support RCI’s technology and application needs, and you are a consultant that has been tasked with submitting a proposal for the software system to support this new corporate entity’s business services human capital management function.  Since this is a net-new installation, you are starting with a blank slate from which to work (often called a “greenfield” installation).

**Parameters:**

1. The ten sites will be located in metropolitan and suburban areas where access to networking is easily available. The network team will provide you the necessary connections between the individual sites, as well as onsite wireless and wired network connections for desktop, laptop, and mobile computers.
2. The sites will each house about 20 staff members, including physicians, physician assistants, nurses, and administrative support staff.
3. The sites will be newly built from the ground up.
4. Very limited space is available at each location for computing equipment, and there will be one small closet, measuring 8’ x 8’ available for network and telecom electronics, and no sites will have any datacenter space for servers, storage, etc.
5. The client-computing environment will be a mix of tablets, mobile phones, laptops, and a few desktop computers.
6. The new system will need to fulfill the following human capital management needs:
   1. A “recruit to retire” philosophy, covering the entire lifecycle of an employee.
   2. Job descriptions and postings
   3. Web-portal for applicants to apply
   4. Management of postings and applications by the hiring manager
   5. Interview scheduling and note taking
   6. Hiring and onboarding
   7. Performance appraisals and promotions
   8. Terminations/separations
   9. Employee profile information and history, including salary history, job history, demographic/contact information, etc.
7. IS staff that are internal to RCI, for whom you can assign to the project are listed below, with the % time (based on a 40 hour week) they are available for the project. Any other resources would need to come from consulting resources.
   1. RCI Chief Information Officer: 5% (Executive Project Sponsor)
   2. RCI Director, Human Capital Management: 25% (Key Stakeholder)
   3. RCI Director, Accounting & Finance: 25% (Key Stakeholder)
   4. RCI Manager, Administrative Support: 25% (Key Stakeholder)
   5. RCI Network Manager: 5%
   6. RCI Security Officer/CISO: 5%
   7. RCI Systems Analyst, Senior: 50%
   8. RCI Systems Analyst, Intermediate: 50%
   9. RCI Project Manager: 50%
   10. RCI End-User Computing Support Analyst Senior: 50%
   11. RCI End-User Computing Support Analyst Intermediate: 50%
   12. Unfilled full-time positions (2), to be assigned to the RCI ERP project for project work, as well as providing operational support once the system is live: 2 positions, 1 intermediate and 1 senior.  Responsibilities to be defined as part of the project staffing recommendation; all positions dedicated 100% to the new system.
8. The system will interface with RCI’s parent company systems through an interface engine. The specific systems the parent company uses are not important, but rather an application programming interface (API) in the RCI system must have the ability to export data, both in batch (a group of transactions grouped together and interfaced on a given schedule) as well as transactionally (transactions are sent as they occur).  The API will be one-way, in that it only needs to send data to the parent company’s interface engine, not receive it.

**Assumptions:**

1. Your proposal is limited to the software requirements to support the human capital management of RCI, the resources needed to build/configure the system, and the resources needed to support it once it is live. Any hardware requirements you need can be noted, but specific configurations are not needed.
2. The sites will use the Microsoft Teams function within Microsoft 365 for high-definition video conferencing for communicating among sites, the corporate office, vendors, and for other business functions.
3. Estimated volume, once the initial hires are made to staff the operation, will be 25 new hires and 20 separations per year.
4. The system must be available, secure, both internally and externally, as some administrative staff will work remotely.
5. There will be a business manager at each site during normal business hours (day shift), as well as a supervising physician and a charge nurse for both day/evening shifts.
6. The system must be live, with the full scope of services the business needs, when the first site goes live in 12 months. The company expects that all 10 sites will be live within 12 months of the first site going live, 24 months from today’s date.
7. Costs have not yet been set, and part of the project is to provide this information so that the business can make an informed decision.

**Exclusions/Delimitations**:  These items are explicitly excluded from the project scope, or provide delimiters to frame the scope.

1. The system will not handle any ePHI/patient data, and will not need HIPAA/HITECH compliance
2. The system will not handle any credit card data, and will not require any PCI-DSS compliance
3. The system will not handle any benefits/employee health plan information
4. The system WILL house sensitive information, such as employee salaries, pay grades, performance appraisals, and employee separation/termination (voluntary or involuntary) information.
5. The system will need to contain the hierarchical organizational structure of the RCI employees, but not the RCI parent company.