

BUSINESS REQUIREMENTS DOCUMENT (BRD)

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Project: Hospital Operations & Patient Insights Dashboard

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1. Business Objective

Hospitals face operational inefficiencies around discharge delays, high billing variation, room utilisation imbalance, and poor documentation.

The objective is to create a data-driven analytical solution that improves visibility into hospital processes and aids decision-making.

2. Problem Statement

Current hospital workflows lack visibility into:

- Patient Length of Stay (LOS)
- Admission type load (Urgent / Non-Urgent)
- Cost variations
- Overused/underused rooms
- Missing doctor names and test results

This leads to delays, increased costs, and poor performance tracking.

3. Scope

In-Scope

- LOS analysis
- Admission trends
- Billing patterns
- Room utilisation
- KPI dashboards
- BA documentation (BRD, SRS, CRF, UAT, User Stories)

Out-of-Scope

- Real-time integrations
 - Patient scheduling
 - Alerts system
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4. Stakeholders

- Hospital Administrator
 - Doctors / Clinical Staff
 - Clinical Operations
 - Product Team (RioMed)
 - Business Analyst
 - QA Testers
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5. High-Level Requirements

- R1: Display LOS for all patient admissions
 - R2: Show billing average, median, and trends
 - R3: Compare urgent vs non-urgent cases
 - R4: Visualise room utilisation
 - R5: Provide filter options
 - R6: Enable export of summaries
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6. KPIs

- Average Billing Amount
 - Average LOS
 - Urgent vs Non-Urgent %
 - Room Utilisation %
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7. Risks

- Missing or incorrect clinical documentation
 - Invalid date formats
 - Outlier billing values
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8. Success Criteria

- Clear visual insights
 - Improved operational decision-making
 - Reduced LOS delays
 - Enhanced documentation quality
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