**Business case proposal for New Century Wellness group**

**1. Executive Summary**

## This business case outlines how Medical Practice Software (MPS) Project will address current business concerns, the benefits of the project, and recommendations and justification of the project. The business case also discusses detailed project goals, performance measures, assumptions, constraints, and alternative options. 1.1 Issue

## As New Century Wellness Group is interested in a new information system to support its business and health information management needs. The new system would replace a mix of paper-based and fragmented computer systems. This inadequacy is manifested in higher costs and increased employee turnover which we have seen over the last 12 months. In order to more effectively manage our administration, reduce costs, and improve turnover, New Century Wellness Group must move to Medical Practice Software

## 1.2 Anticipated Outcomes

## Moving to Medical Practice Software will enable New Century Wellness group to manage its activities administrative functions in a seamless and consolidated manner. This technology migration will reduce overhead costs associated with the large workforce currently required to manage these tasks. This real time access reduces errors, improves cycle time, and is readily available to any authorized user. 1.3 Recommendation

Various options and alternatives were analyzed to determine the best way to leverage technology to improve the different processes and reduce the overhead costs within organization. The approach described herein allows us to meet our corporate objectives of continuously improving efficiency, reducing costs, and capitalizing on technology. The recommended MPS Project will methodically migrate the data and functions of our current system to our Medical Practice Software in order to preserve data integrity and allow adequate time to train all staff and faculties on their responsibilities and respective administrative functions. Some of the ways that this technology will achieve its desired results are:

* Medical practice software with a patient portal lets patients log in and view their health history, diagnoses, prescriptions, bills and other important information is recommended.
* It allow physicians and office staff to quickly book and confirm appointments and manage schedules across multiple providers, and days of the week.
* It also allow patients to book their own appointments online. Medical practice management systems also automatically verify a patient’s insurance coverage prior to the patient’s visit. The system scans bills and claims to ensure that they not only follow payer regulations but also include correct diagnosis codes.

## 1.4 Justification

The migration from existing system to the medical practice software will result in greater efficiency with regards to school resources and processes.

* 15% reduction in overhead costs in the first 12 months
* 10% decrease in turnover in the first 12 months

## 2. Business Case Analysis Team

The following individuals comprise the business case analysis team. They are responsible for the analysis and creation of the SM Project business case.

| Role | Description | Name/Title |
| --- | --- | --- |
| Executive Sponsor | Provide executive support for the project | Anna Smith, VP Operations |
| Technology Support | Provides all technology support for the project | Casey Park, VP Information Technology |
| Process Improvement | Advises team on process improvement techniques | John Jordan, Process Team Lead |
| Project Manager | Manages the business case and project team | Reena Patel, Project Manager |
| Software Support | Provides all software support for the project | Aly Watson, Software Group Lead |

## 

## 3. Problem Definition

## 3.1 Problem Statement

Since its inception, New Century Wellness group has relied upon legacy system to manage different tasks. As the number of students grows, so does the burden placed upon staff to effectively manage the New Century Wellness group administration at acceptable levels. So founder wants modern information system to support its business and health information management needs. The new system would replace a mix of paper-based and legacy systems. Dr. Jones asked you to design an information system that could support the clinic’s current operations and future growth.

## 3.2 Organizational Impact

The MPS Project will impact New Century Wellness group in several ways. The following provides a high-level explanation of how the organization, tools, processes, and roles and responsibilities will be affected as a result of the MPS Project implementation:

Tools: the existing paper based and legacy system will be phased out completely as the MPS Project is stood up and becomes operational. This will require training employees on the MPS tools and their use in support of other organizational tools.

Processes: This improved efficiency will lessen the burden on employees and providers and provide autonomy to members in managing their administrative tasks and actions.

Roles and Responsibilities: in addition to the MPS Project allowing greater autonomy to patients and staff and less burden on providers, the manpower required to appropriately staff human resources will be reduced.

Hardware/Software: in addition to the software and licensing for the project, organization will be required to purchase additional servers to accommodate the platform and its anticipated growth for the next 10 years.

## 3.3 Technology Migration

In order to effectively migrate data from existing system to new MPS, a phased approach has been developed which will result in minimal/no disruption to day to day operations, administration, and organization processes. The following is a high-level overview of the phased approach:   
  
Phase I: Hardware/Software will be purchased and the MPS system will be created in the web-based environment and tested by the IT development group.  
  
Phase II: All employees will receive training on the new web-based platform.

Phase III: The web-based platform will go live and the existing system will be archived and stood down.

## 4. Project Overview

The MPS Project overview provides detail for how this project will address New Century Wellness group

## Problem. The overview consists of a project description, goals and objectives for the MPS Project, project performance criteria, project assumptions, constraints, and major milestones. As the project is approved and moves forward, each of these components will be expanded to include a greater level of detail in working toward the project plan. 4.1 Project Description

The MPS Project will review and analyze several potential products to replace New Century Wellness group’s paper based system with a web-based platform. This will be done by determining and selecting a product which adequately replaces our existing system and still allows for growth for the next 10 years. Once selected, the project will replace our existing system in a phased implementation approach and be completed once the new system is operational and the existing system is archived and no longer in use.

New Century Wellness group will issue a Request for Information in order to determine which products are immediately available to meet needs. Once the product is acquired, all implementation and data population will be conducted with internal resources.

## 4.2 Goals and Objectives

The MPS Project directly supports several of the goals and objectives established by New Century Wellness group

. The following table lists the business goals and objectives that the SM Project supports and how it supports them:

| Business Goal/Objective | Description |
| --- | --- |
| Timely and accurate schedule | MPS will allow feasibility in scheduling appointments |
| Improve staff efficiency | Fewer staff required for managing these tasks will improve efficiency |
| Reduce staff turnover | Greater autonomy and flexibility will address staff and patients concerns and allow staff to focus on main tasks |
| Reduce overhead costs | Fewer staff required will reduce the organization’s overhead |

## 4.3 Project Performance

The following table lists the key resources, processes, or services and their anticipated business outcomes in measuring the performance of the project. These performance measures will be quantified and further defined in the detailed project plan.

| Key Resource/Process/Service | Performance Measure |
| --- | --- |
| 1. Patient Scheduling | The web-based system will make easy to keep record of patient scheduling |
| Payroll, Tax reporting, profit distribution | New system will make Payroll, Tax reporting, profit distribution feasible. |
| 1. Medical supplies management: | New system will also help in medical supplies management. |
| Staff Resources | Elimination of 5 staff positions which are no longer required as several functions will now be automated. |

## 4.4 Project Assumptions

The following assumptions apply to the MPS Project. As project planning begins and more assumptions are identified, they will be added accordingly.

* All staff and employees will be trained accordingly in their respective data entry,
* Funding is available for training
* Funding is available for purchasing hardware/software for web-based system
* All department heads will provide necessary support for successful project completion
* Project has executive-level support and backing

## 4.5 Project Constraints

The following constraints apply to the MPS Project. As project planning begins and more constraints are identified, they will be added accordingly.

* There are limited IT resources available to support the SMP Project and other, ongoing, IT initiatives.
* As implementation will be done internally and not by the product developers or vendors, there will be limited support from the hardware/software providers.

## 4.6 Major Project Milestones

The following are the major project milestones identified at this time. As the project planning moves forward and the schedule is developed, the milestones and their target completion dates will be modified, adjusted, and finalized as necessary to establish the baseline schedule.

| Milestones/Deliverables | Target Date |
| --- | --- |
| Project Charter | 08/01/2021 |
| Project Plan Review and Completion | 08/10/2021 |
| Project Kickoff | 08/15/2021 |
| Phase I Complete | 10/15/2021 |
| Phase II Complete | 11/15/2021 |
| Phase III Complete | 12/15/2021 |
| Phase IV Complete | 01/10/2022 |
| Phase V Complete | 01/15/2022 |
| Closeout/Project Completion | 01/31/2022 |

## 5. Strategic Alignment

The MPS Project is in direct support of several of Organization’s Strategic Plans. By directly supporting these strategic plans, this project will improve operations and help move the organization forward to the next level of growth.

| Plan | Goals/Objectives | Relationship to Project |
| --- | --- | --- |
| 2021 New Century Wellness group’s  Strategic Plan for Information Management | Improve record keeping and information management | This project will allow for real-time information and data entry, increased information accuracy, and a consolidated repository for all business processes of the organization |
| 2021 New Century Wellness group’s  Strategic Plan for Information Management | Utilize new technology to support New Century Wellness group  and department missions more effectively | New technology will allow many New Century Wellness group  functions to be automated reducing the levels of staff required to manage these systems |
| 2021 New Century Wellness group  ’s Strategic Plan for Human Capital | Engage the workforce and improve student experience | This project allows the students and faculties to take an active role in managing their resources |

## 6. Cost Benefit Analysis

The following table captures the cost and savings actions associated with the MPS Project, descriptions of these actions, and the costs or savings associated with them through the first year. At the bottom of the chart is the net savings for the first year of the project.

| Action | Action Type | Description | First year costs (- indicates anticipated savings) |
| --- | --- | --- | --- |
| Purchase Web-based product and licenses | Cost | Initial investment for MPS Project | $15,000.00 |
| Software installation and training | Cost | Cost for IT group to install new software and for the training group to train all employees | $10,000.00 |
| Reduce HR and payroll staff by 5 employees | Savings | An immediate reduction in overhead equal to the annual salary of 5 staff members | $-50,000.00 |
| Reduce employee turnover by 10% | Savings | Savings in cost to out-process exiting employee and recruit, hire, and train new employees is approximately $50,000 in the first year. | -$25,000 |
| Net First Year Savings |  |  | $50,000.00 |

Based on the cost benefit analysis above we see that by authorizing the MPS Project, New Century Wellness group’s will save $50,000.00 in the first year alone. This represents a significant improvement in our operating costs and is a clear indicator of the benefit this project will have on the New Century Wellness group

**7. Alternative Analysis**

The following alternative options have been considered to address the business problem. These alternatives were not selected for a number of reasons which are also explained below.

| No Project (Status Quo) | Reasons For Not Selecting Alternative |
| --- | --- |
| Keep the paper based legacy system in place | * Unnecessary expenditure of funds for increased staffing levels * Continued occurrence of a high number of data errors * Lack of automation |
| Alternative Option | Reasons For Not Selecting Alternative |
| Outsource the implementation of a web-based platform | * Significantly higher cost * Expertise already exists in house * Vendor’s lack of familiarity with our internal requirements |
| Alternative Option | Reasons For Not Selecting Alternative |
| Develop software internally | * Lack of qualified resources * Significant cost associated with software design * Timeframe required is too long |

## 8. Approvals

The signatures of the people below indicate an understanding in the purpose and content of this Business Case by those signing it. By signing this document you indicate that you approve of the proposed project outlined in this business case and that the next steps may be taken to create a formal project in accordance with the details outlined herein.

|  |  |  |  |
| --- | --- | --- | --- |
| Approver Name | Title | Signature | Date |
| Green, M. | President and COO |  |  |
| Sarin, B. | Executive VP |  |  |