**Business Requirements Document Template**

**Project name: Enhancing Operational Efficiency and Patient Experience at HealthFirst Care**

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| **Project Overview** |
| HealthFirst Care faces increasing challenges in managing patient appointments, optimizing resource utilization, and maintaining effective communication between departments. The organization seeks to improve its operational processes to reduce wait times, enhance staff efficiency, and create a seamless experience for patients. |

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| **Background and Problem Statement** |
| HealthFirst Care faces increasing challenges in managing patient appointments, optimizing resource utilization, and maintaining effective communication between departments. The organization seeks to improve its operational processes to reduce wait times, enhance staff efficiency, and create a seamless experience for patients. |

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| **Project scope** | |
| **In-scope**  - Integration of scheduling, resource management, and patient records. - Process improvement to reduce appointment wait times. - Enhanced communication between departments. - Implementation of real-time notifications for patients and staff. | **Out-of-scope**  - Expansion of hospital facilities. - Changes to medical treatment protocols. - Third-party vendor negotiations outside IT infrastructure. |

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| **Stakeholders** |
| **Patients** Patients such as *Sarah Ayvazyan* and *Lak Ayer* have expressed frustration with long waiting times and the lack of timely updates regarding their appointments. They often experience cancellations without prior notice and limited communication after consultations. Their primary expectation is a more reliable scheduling system that provides real-time notifications and reduces overall waiting periods.  **Doctors** Medical professionals, including *Dr. Aftab Khan* and *Dr. Robert Lee*, face significant challenges related to resource allocation and communication between departments. They frequently encounter scheduling conflicts and delays in receiving diagnostic results from labs or physiotherapy units. Their desired outcome is an improved scheduling and resource management process that ensures timely access to equipment and seamless inter-departmental coordination.  **Nurses** Nurses such as *Santa Murmu* and *Jessica Gomes* report issues with uneven workloads, especially during night shifts and weekends, leading to fatigue and inefficiency. Coordination between the emergency department and other units is often poor, resulting in communication breakdowns during patient transfers. They seek a balanced nurse-to-patient ratio, better shift planning, and smoother interdepartmental communication.  **Administrative Staff** Administrative personnel, including *Maria Carter* and *Ivan Walker*, experience recurring problems with double bookings, outdated scheduling systems, and difficulty managing patient records. These inefficiencies contribute to patient dissatisfaction and billing discrepancies. Their main expectation is the implementation of a modern, integrated system that streamlines scheduling, eliminates data duplication, and simplifies record management.  **IT Teams** IT professionals such as *Rajesh Singh* and *Laura Simkow* are tasked with maintaining outdated, disconnected systems that frequently experience downtime and data silos. They recognize the need for modernization and propose adopting a unified Hospital Information System (HIS) with cloud-based infrastructure. Their goal is to improve data integration, enhance security, and ensure continuous system availability for all departments. |

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| **Business objectives** |
| - Reduce average patient wait times by 30%. - Increase scheduling accuracy and reduce double bookings by 90%. - Improve data accessibility through system integration. - Achieve at least 80% staff satisfaction regarding system usability. |

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| **Requirements** | |
| **Functional requirements**  1. Centralized appointment system with real-time availability. 2. Automated notifications for scheduling updates via SMS/email. 3. Role-based access for doctors, nurses, and admin staff. 4. Integrated resource management dashboard to track equipment and staffing levels. 5. Cloud-based HIS to ensure uptime and scalability. 6. Analytics tools to monitor patient flow and resource utilization. | **Non-functional requirements**  1. System uptime of 99.5% or higher.2. Response time under 3 seconds for common operations. 3. Compliance with HIPAA/PHIPA privacy regulations. 4. User-friendly interface with accessibility standards (WCAG 2.1). 5. Scalable cloud architecture for future expansion. |

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| **Assumptions** |
| - All departments will cooperate in system integration. - Existing IT infrastructure supports migration to the cloud. - Adequate staff training will be provided. |

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| **Constraints** |
| - Limited budget allocation within FY2025. - Compliance with healthcare data protection laws. - Minimal operational downtime during system transition. |

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| **Supporting Data** |
| The provided datasets confirm measurable inefficiencies: - Appointment data: Multiple overlaps and extended booking gaps. - Resource data: Underutilization of key equipment and uneven nurse-to-patient ratios. - Patient feedback: Over 70% report delayed communication and lack of updates. |

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| **Conclusion** |
| Implementing an integrated, data-driven hospital information system will address key inefficiencies in HealthFirst Care’s operations. The proposed solution will streamline scheduling, enhance communication, and elevate patient satisfaction while maintaining regulatory compliance. |