# Project Scope Management Plan

Project: HealthFirst Care – Improving Patient Experience

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## 1. Project Scope Statement

### 1.1 Project Overview

HealthFirst Care is undertaking a healthcare improvement initiative focused on enhancing patient satisfaction and operational efficiency. The project will modernize appointment scheduling, streamline resource allocation, and improve patient communication through a digital transformation framework.

### 1.2 Project Objectives

- Reduce patient wait times by 30% through automated scheduling.  
- Improve resource utilization by 20% via real-time dashboards.  
- Increase patient satisfaction scores by 25% through transparent communication systems.  
- Ensure compliance with healthcare privacy and data security regulations.

### 1.3 In-Scope Activities

- Automating appointment scheduling via an integrated digital platform.  
- Implementing real-time dashboards to monitor resources and wait times.  
- Developing SMS/email notification systems for appointment confirmations and reminders.  
- Conducting training sessions for administrative and clinical staff on the new system.  
- Performing data integration between legacy systems and the new Hospital Information System (HIS).

### 1.4 Out-of-Scope Activities

- Physical infrastructure upgrades or hospital construction.  
- Recruitment of additional clinical staff.  
- Redesign of the hospital’s medical records system.  
- Implementation of unrelated IT projects outside the scheduling and communication scope.

### 1.5 Constraints

- Budget: Limited to allocated digital transformation funding.  
- Time: Must be completed within 16 weeks from initiation.  
- Regulatory: Must comply with HIPAA and other data protection laws.  
- Technical: Integration dependent on legacy system compatibility.

### 1.6 Assumptions

- Stakeholders will be available for review sessions.  
- Data provided from appointment and resource systems is accurate and complete.  
- Internet connectivity and internal IT infrastructure will support cloud-based systems.  
- Required software tools (MS Excel, Power BI, cloud scheduler) are licensed and accessible.

## 2. Work Breakdown Structure (WBS)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| WBS ID | Task Name | Task Description | Owner | Milestone/Deliverable | Estimated Duration |
| 1.0 | HealthFirst Care Improvement Initiative | Root level of the project | Project Manager | Project Kick-off | - |
| 1.1 | Requirements Gathering | Define and document project requirements | Business Analyst | BRD & RTM completed | 1 week |
| 1.1.1 | Stakeholder Interviews | Conduct interviews with patients, doctors, and admin staff | Business Analyst | Stakeholder Feedback Report | 3 days |
| 1.1.2 | Data Analysis | Analyze appointment, feedback, and resource datasets | Data Analyst | Data Insights Document | 3 days |
| 1.1.3 | Requirements Validation | Confirm requirements with stakeholders | Project Manager | Validated BRD | 2 days |
| 1.2 | System Design & Planning | Design technical and process models | IT Team | System Architecture Document | 2 weeks |
| 1.2.1 | Develop Workflow Diagrams | Map end-to-end appointment scheduling processes | Process Analyst | Workflow Diagram | 3 days |
| 1.2.2 | Dashboard Prototype | Design mockup of resource and scheduling dashboard | BI Developer | Dashboard Prototype | 4 days |
| 1.2.3 | Notification System Design | Create layout for SMS/email notification feature | Software Developer | Notification System Flowchart | 3 days |
| 1.3 | System Development & Testing | Build and validate new solutions | IT Team | Deployed System | 4 weeks |
| 1.3.1 | Appointment Automation Module | Develop scheduling automation features | Software Developer | Tested Scheduling Module | 2 weeks |
| 1.3.2 | Dashboard Implementation | Create real-time resource tracking dashboard | BI Developer | Live Dashboard | 1 week |
| 1.3.3 | System Testing | Conduct integration and user acceptance testing | QA Engineer | Test Results Report | 1 week |
| 1.4 | Deployment & Training | Launch and train users | Project Manager | Operational System | 2 weeks |
| 1.4.1 | System Deployment | Deploy system to production | IT Manager | Deployed System | 3 days |
| 1.4.2 | Staff Training | Conduct staff training sessions | HR/Trainer | Training Completion Certificate | 4 days |
| 1.4.3 | Post-Implementation Review | Gather feedback and assess performance | Project Manager | Review Report | 3 days |
| 1.5 | Monitoring & Evaluation | Track KPIs and ensure sustainability | Business Analyst | Final Project Report | 3 weeks |
| 1.5.1 | Collect KPI Data | Measure reduction in wait times, patient satisfaction | Data Analyst | KPI Summary Report | 1 week |
| 1.5.2 | Continuous Improvement Plan | Propose process refinements | Project Manager | Improvement Plan | 1 week |
| 1.5.3 | Final Sign-off | Obtain approval from leadership | Hospital Leadership | Signed Project Closure Report | 1 week |

## 3. Scope Management Plan

### 3.1 Scope Change Request Process

To ensure controlled scope changes, the following procedure will be followed:  
1. Stakeholder submits formal Scope Change Request Form (SCRF).  
2. Project Manager logs and reviews change for feasibility.  
3. Impact assessment on time, cost, and quality by Business Analyst and IT Team.  
4. Evaluation of alignment with BRD and project objectives by Steering Committee.  
5. Formal approval or rejection by Hospital Leadership.  
6. Update project documentation and communicate change by Project Manager.

### 3.2 Scope Change Evaluation Criteria

Changes will be approved only if they meet at least two of the following:  
- Directly improve patient satisfaction or operational efficiency.  
- Have minimal impact on cost or schedule.  
- Maintain compliance with privacy and security regulations.  
- Are endorsed by both business and technical stakeholders.

### 3.3 Scope Validation

- Conduct bi-weekly review meetings with key stakeholders (Doctors, Admin Staff, IT).  
- Compare deliverables with the BRD and RTM to ensure traceability.  
- Maintain a Scope Verification Checklist to record approved deliverables.

### 3.4 Scope Monitoring

- Continuous monitoring through dashboards tracking progress against milestones.  
- Use variance analysis to identify scope creep early.  
- Conduct formal scope audits at the end of each major phase.

## 4. Alignment with BRD, RTM, and Stakeholder Plan

The scope management plan ensures alignment with the previously developed:  
- Business Requirements Document (BRD): Ensures requirements link directly to measurable outcomes.  
- Requirements Traceability Matrix (RTM): Confirms every deliverable maps to stakeholder needs.  
- Stakeholder Analysis & Engagement Plan: Guarantees communication protocols are consistent with engagement strategies.

## 5. Conclusion

This Project Scope Management Plan provides a comprehensive framework for defining, managing, and validating scope for HealthFirst Care’s improvement initiative. The detailed WBS and structured change management process ensure the project remains aligned with objectives, budget, and timeline, delivering measurable improvements in both patient satisfaction and operational performance.