Project Scope Management Plan

1. Project Scope Statement

Project Objectives:

- Reduce average patient wait times by 20% within 6 months

- Improve patient satisfaction scores to 8+/10

- Decrease appointment no-show rate by 25%

- Ensure 90%+ availability of critical resources during operating hours

- Enhance data access and communication across all departments

In-Scope Activities:

- Evaluation and redesign of the appointment scheduling system

- Integration of patient record and billing systems

- Implementation of automated notifications and status updates for patients

- Dashboard creation for real-time resource availability

- Enhancement of inter-departmental communication mechanisms

Out-of-Scope Activities:

- Hiring additional clinical or IT staff

- Infrastructure expansion or physical renovations

- External vendor negotiations unrelated to system upgrades

- Changes to regulatory or legal procedures

Constraints:

- Budget limitations for system upgrades

- System integration with legacy hospital platforms

- Tight timeline for completion within six months

- Downtime during data migration must be minimized

- Compliance with regulations (e.g., HIPAA) must be maintained

Assumptions:

- Stakeholders will be available for requirement reviews and testing

- All data provided by stakeholders is accurate and up to date

- Technical support will be available for integration

- Users (staff and patients) will be trained on new systems

- Adequate funding and resources will be provided

- Legacy data will be successfully migrated

2. Work Breakdown Structure (WBS)

WBS ID	Task Name	Task Description	Owner	Milestone/Deliverable	Estimated Duration
1.0	HealthFirst Care Improvement Initiative	Overall project structure and execution	Project Manager	Full Project Plan	6 months
1.1	Requirements Gathering	Gather and analyze all requirements	Business Analyst	Requirements Document	2 weeks
1.1.1	Conduct Interviews	Meet with stakeholders to understand needs	Business Analyst	Interview Notes	3 days
1.1.2	Analyze Data	Review appointment and feedback data	Data Analyst	Data Analysis Summary	3 days
1.1.3	Finalize BRD & RTM	Finalize documentation for BRD and RTM	BA Lead	Signed BRD/RTM	4 days
1.2	System Design	Design the architecture for implementation	System Architect	System Architecture	3 weeks
1.2.1	Define Requirements	Specify detailed technical requirements	IT Lead	Requirement Specs	5 days
1.2.2	Create Wireframes	Design wireframes for new scheduling system	UI Designer	Wireframes	4 days
1.2.3	Plan Architecture	Create system architecture and integration plan	System Architect	Integration Plan	6 days
1.3	Development	Develop and implement core systems	Dev Team	System Modules	6 weeks
1.3.1	Build Scheduling System	Develop and code the scheduling module	Dev Team	Scheduling Module	10 days
1.3.2	Develop Notifications	Create SMS/email notification system	Dev Team	Notification System	7 days
1.3.3	Dashboard Development	Develop real-time dashboard interface	Dev Team	Resource Dashboard	8 days
1.3.4	Centralize EHR	Implement central patient record system	Dev Team	Central EHR	9 days
1.4	Testing & Validation	Test functionality and validate scope	QA Team	Testing Complete	2 weeks
1.4.1	System Testing	Execute system-wide testing	QA Team	Test Report	5 days
1.4.2	User Acceptance Testing	Get user validation and sign-off	Stakeholders	UAT Approval	3 days
1.4.3	Validate Requirements	Ensure alignment with BRD/RTM	BA & QA Team	Validation Summary	2 days
1.5	Training & Rollout	Train and roll out to all staff	Training Lead	Staff Rollout	2 weeks
1.5.1	Create Training Materials	Write user guides and training content	Documentation Team	Training Docs	3 days
1.5.2	Train Staff	Conduct formal training for all users	Training Lead	Training Logs	4 days
1.5.3	Go-Live	Deploy system live for use	IT Team	Live Deployment	3 days
1.6	Monitoring & Feedback	Monitor and sustain the project post-launch	Support Team	Sustainment Plan	4 weeks
1.6.1	Monitor Usage	Track system performance and uptime	IT Team	Performance Report	5 days
1.6.2	Collect Feedback	Capture user and system feedback	Business Analyst	Feedback Report	3 days
1.6.3	Continuous Improvement	Enhance based on continuous feedback	IT/Dev Team	Improvement Plan	12 days

Milestones
Completion of stakeholder interviews
Finalization of BRD
System development complete
Stakeholder sign-off on final implementation
Project closure and retrospective

3. Scope Change Management Plan

Scope Change Request Process:

1. Submit change request via formal Scope Change Request Form

2. Reviewed by Project Manager and IT Lead

3. Impact analysis (cost, time, goals)

4. Presented to Change Control Board (CCB)

5. Communicated to stakeholders

Approval Criteria:

- Must align with BRD objectives

- Must be feasible in time and budget

- Must align with stakeholder priorities

- Must follow compliance guidelines

Stakeholder Roles:

- **Project Manager:** Coordinates scope management

- **Hospital Leadership:** Signs off on budget/resource-heavy changes

- **IT Lead:** Checks technical impact

- **Admin Lead:** Assesses operational impacts

Scope Monitoring and Validation:

- Weekly review sessions

- Validation against BRD and RTM

- Change log tracking via dashboards