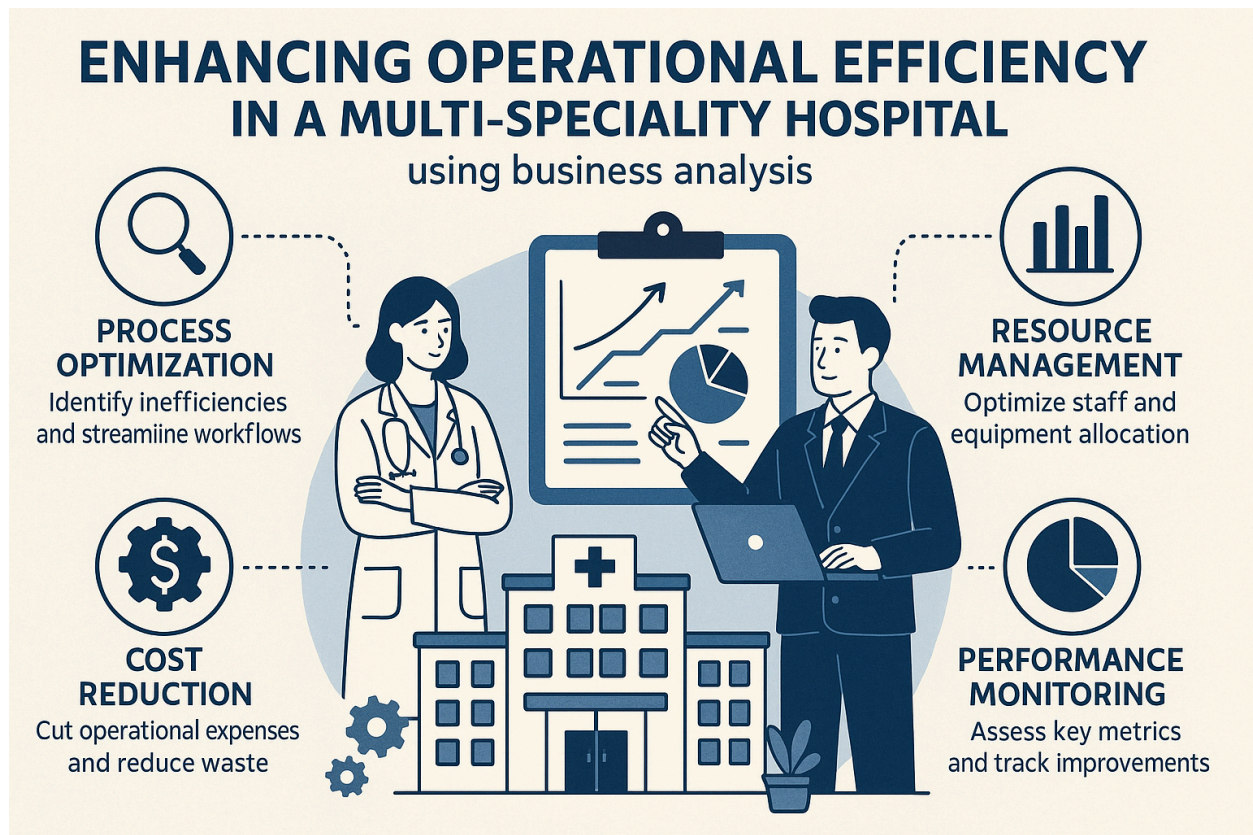# ENHANCING OPERATIONAL EFFICIENCY IN A MULTI-SPECIALITY HOSPITAL
Business analysis capstone

Introduction

You have recently been hired as a Business Analyst at **HealthFirst Care**, a leading multi-speciality hospital known for its high-quality patient care and advanced medical facilities. The hospital has launched a major initiative to **enhance the overall patient experience** in response to increasing complaints and operational challenges.

Management has identified several priority areas for improvement:

- **Reducing patient wait times**
- **Optimising resource allocation**
- **Improving communication among stakeholders**

As the Business Analyst driving this initiative, your role will include gathering stakeholder requirements, analysing existing processes, and designing **data-driven solutions** to improve efficiency. You will also develop a **risk assessment and mitigation plan** to ensure sustainable change.

To complete this project, you will have access to diverse hospital operational datasets, such as:

- **Appointment schedules and patient logs** (patient IDs, doctor assignments, departments, times, statuses)
- **Resource allocation records** (resource types, availability, usage hours, dates)
- **Patient feedback and satisfaction surveys** (scores, comments, department details)

A range of **tools and methodologies** will support your work:

- **Business analysis tools**: Lucidchart, MS Visio
- **Data analysis tools**: Excel, IBM Cognos Analytics, Looker
- **Project management tools**: Work Breakdown Structure (WBS), risk management frameworks

By the end of the initiative, you are expected to deliver:

- A **Comprehensive Business Requirements Document (BRD)** and **Requirements Traceability Matrix (RTM)**
- **Detailed process models** (As-Is and To-Be workflows)
- **Interactive dashboards** showcasing key metrics and insights
- A **written risk management plan** with mitigation strategies
- A **PowerPoint presentation** summarising findings and proposed solutions

The project is structured into **10 labs**, each providing step-by-step instructions to guide you toward these final deliverables.