**Human Resource Plan**

**<E-Cliniq>**

**Project V**

**3 Humabon Place, Magellanes**

**Makati City, 1232**

**May 2023**

**Table of Contents**

[Introduction 3](#_Toc332206932)

[Roles and Responsibilities 3](#_Toc332206933)

[Project Organizational Charts 5](#_Toc332206934)

[Staffing Management 6](#_Toc332206935)

**Introduction**

A key factor in E-Cliniq's success is the human resource plan. The project calls for a well-organized and qualified team to complete it because it is a full clinic management system designed to efficiently manage patient data, appointments, and inventory. The Human Resource Plan's goal is to describe the approaches and steps required to recruit and oversee the project team members throughout the project lifecycle.

To guarantee that the correct people with the relevant experience and abilities are assigned to the right responsibilities within the project, effective human resource management is essential. The Human Resource Plan aims to increase productivity, improve collaboration, and reduce the risks related to understaffing or skill gaps by carefully identifying and assigning resources.

# Roles and Responsibilities

E-Cliniq's project organizational chart gives a visual depiction of the project team and the connections among the important stakeholders. The project manager, who is in charge of overseeing the project's resources, scope, and schedule, is often listed above the project sponsor in the organizational chart. In order to contribute to the system's needs and take part in user testing, an internal user of the system, such as the APC Nurse, Doctor, and Dentist, are added. To get input on the system's usability and functionality, external users (APC Patients) may also be incorporated. Each stakeholder's roles and responsibilities are made clear by the organizational chart, ensuring that everyone is on the same page with the project's goals and objectives.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | Authority | Responsibility | Competency |
| Project Sponsor | Approves the business plan and spending plan for the project. Provides resources and strategic direction. Aids in securing stakeholder procurement. Key problems and conflicts are resolved by them. They can distribute project resources and give the go-ahead for high-impact adjustments to the project's scope, schedule, and budget. | Ensures that the project provides the planned benefits and value and is in line with the organization's strategic goals and objectives. Oversee and advise the project manager at a high level. Obtain resources and backing from important stakeholders. Contribute by updating the company on the status and advantages of the project. | Has the ability to effectively communicate with a variety of stakeholders. Strong leadership and strategic thinking skills. Has comprehensive knowledge of the organization's mission, objectives, and values. Can gather materials and backing for the endeavor. |
| Project Manager | Full authority to make decisions on the project. Can distribute project resources and give the go-ahead for low-impact adjustments to the project's scope, timetable, and budget. | Control and oversee all aspects of the project, including its planning, implementation, monitoring, and closeout. Make sure that the project's goals are attained on schedule, within budget, and with the required level of quality. | Strong project management, communication, and leadership abilities. Experience with complicated project management. |
| Internal User of the System  (APC Nurse, Doctor, Dentist) | Uses the system in the manner intended to achieve tasks. Feedback on the performance, functionality, and usefulness of the system. | Complete tasks utilizing the system in the intended manner. Make sure the data is accurate and full. Inform the project team of any systemic flaws or challenges. Comment on the performance, functionality, and usefulness of the system. | Knowledge of the activities and work processes for which the system is being used. Understanding the facts and data needed to finish the allocated work tasks. Competency in system utilization as well as fundamental computer abilities. |
| External User of the System  (APC Patients) | Uses the system to access, receive, and deal with service requests. Updates the status of service requests. Shuts off finished service requests. | In a timely manner, review and react to service inquiries. Keep service request status information current and correct. As necessary, communicate with internal stakeholders to finish service requests. Finish off any open service requests. | Understanding of the processes, tools, and resources needed to finish service requests. The capacity to recognize and resolve technical problems. Understanding the significance of keeping the system's data accurate and up to date. |

# Project Organizational Charts

A picture containing text, screenshot, font, number

Description automatically generated

# Staffing Management

A crucial element in guaranteeing the project's effective execution is the staffing management plan for E-Cliniq. Throughout the project lifetime, it describes the tactics and procedures for recruiting, supervising, and releasing human resources.

* Acquisition of human resources will be done in a timely manner to ensure that the necessary skills and expertise are in place when needed. This may include recruiting new hires, hiring contractors, or utilizing internal staff. The timeline for resource acquisition will be aligned with the project schedule to ensure that resources are available when needed.
* Training for any resources with identified gaps in skills required will be provided to ensure that they have the necessary knowledge and capabilities to perform their roles effectively. This may include both on-the-job training and formal training programs.
* Performance reviews will be conducted regularly to assess the performance of team members and identify areas for improvement. These reviews will also provide feedback on how well team members are meeting the project's expectations and objectives.
* A rewards and recognition system will be implemented to acknowledge and motivate outstanding performance. This may include bonuses, promotions, and other incentives.

It is significant to note that other factors, such as organizational health and safety, government and/or regulatory compliance, and others, may be included in staffing management depending on the project's scope. It relies on the industry's particular rules and regulations, as well as the setting where E-Cliniq is being used. If the project is bound by rules and regulations relating to data protection and security, government and regulatory compliance may be considered. If the project calls for the use of tools or technologies that could put team members at risk, organizational health and safety may also need to be considered.

To keep it in line with the goals and needs of the project, the Staffing Management Plan will be periodically reviewed and revised as required. The project manager must carefully examine the rules and specifications that apply to the project in question to ascertain whether any other elements need to be included in the workforce management strategy.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role | Project Responsibility | Skills Required | Number of Staff | Performance Reviews | Recognition and Rewards |
| Project Manager | Plan, execute, and close projects effectively and efficiently.  Ensure the project meets the objectives and goals.  Manage project risks and issues.  Coordinate with stakeholders and team members. | Leadership  Communication  Problem-solving  Time management  Technical skills related to the project | Depends on the scope and complexity of the project.  Determined in collaboration with other stakeholders | The project manager will conduct regular performance reviews with team members to assess their progress, provide feedback, and address any issues. | The project manager will implement a recognition and rewards system to motivate team members and encourage high performance. |
| Project Team Leader | Lead a project team and ensure the project is delivered on time, within budget, and to the required quality standards.  Define project objectives and develop a detailed project plan.  Monitor and manage project risks, issues, and dependencies.  Communicate project progress and status to stakeholders and senior management.  Manage project scope, budget, and resources | Leadership  Communication  Planning and organizing  Risk management  Budget management  Technical skills related to the project | Depends on the scope and complexity of the project. Determined in collaboration with other stakeholders. | The project leader will work with team members to set achievable performance goals and track their progress throughout the project. | The project leader will implement a recognition and rewards system to motivate team members and encourage high performance. |
| Project Team Member | Collaborate with other team members to achieve project goals.  Complete tasks assigned by the project leader or manager.  Report progress and status to the project leader or manager.  Participate in project meetings and contribute to discussions.  Manage their time and work effectively to ensure project tasks are completed on time and within budget. | Technical skills related to the project.  Communication  Collaboration and teamwork  Problem-solving  Time management | Depends on  the scope and  complexity of  the project.  Determined in  collaboration  with other  stakeholders | The frequency and format of performance reviews will be determined based on the project's needs and the company's policies. | The project leader or manager will implement a recognition and rewards system to motivate team members and encourage high performance. |
| Executive Sponsor | Provide strategic direction and leadership for the project.  Ensure the project is aligned with the organization's goals and vision.  Allocate resources and secure funding for the project. Act as the primary point of contact between the project team and senior management  Monitor project progress and provide guidance and support to the project team | Leadership  Strategic thinking  Communication  Decision-making  Risk management  Budget management | The executive sponsor is typically a high-level executive or member of the board of directors. May be supported by a project management office or other support staff. | The executive sponsor may conduct performance reviews of the project leader or manager to ensure they are meeting the organization's standards and goals for the project. They may also receive updates and progress reports from the project leader or manager | The executive sponsor may recognize and reward the project team for their achievements and progress towards the project's goals. They may also provide opportunities for career growth and development for the project team members, as well as for the project leader or manager. |

# Sponsor Acceptance

Approved by the Project Sponsor:

Date:

Jojo F. Castillo

Clinic Administrator