**Project Charter Plan**

**E-CLINIQ**

**PROJECT V**

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# Executive Summary

Asia Pacific College's clinic is seeking to upgrade its current Health Record System (HRS) by digitizing the system and integrating a better scheduling system. The current system involves physical records stored in filing cabinets, a physical logbook for appointments, and no system for scheduling. The project aims to provide faster management of health records and appointment schedules and include features such as clinic staff login for security solutions, CRUD operations, and a table and calendar view of the appointment schedules. The project also seeks to reduce paper usage by 40-60%, track inventory properly, and generate reports quickly. The project's significance is to address the concerns over the current system and provide better customer service for the nurse, clinic administrators, students, and employees. The proposed system's features include virtual consultation forms, an SMS notification feature, direct scheduling and rescheduling functions, and a generated summary report of clinic services. The project's scope is to provide a digitized solution for the current HRS and scheduling system, and the system will have limitations regarding data input and privacy concerns for medical staff outside the school.

# Project Purpose/Justification

## Business Need/Case

The clinic wishes to improve the quality of patient services by upgrading their health record system to a more efficient and accurate digitized system. The current system has several limitations that result in delayed access to patient information and increased chances of errors. The new system would streamline the process of storing and accessing patient information, reduce the risk of errors, and improve the overall efficiency of the clinic.

The business case for the clinic is that the upgrade to the health record system would result in several benefits, including improved patient outcomes, increased patient satisfaction, reduced medical errors, and increased efficiency in the clinic's operations. The new system would also allow for better data analysis and reporting, which would enable the clinic to make data-driven decisions and improve its overall performance. Additionally, the upgraded system would be more scalable and adaptable, allowing the clinic to keep pace with changes in healthcare technology and regulations.

Overall, the business case for the upgrade to the health record system is strong, as it would result in significant improvements to patient care and clinic operations, as well as a potential competitive advantage in the healthcare market.

## Business Objectives

The objective of the clinic as business are as follows:

1. To enhance the quality of patient services by providing accurate and up-to-date health information in real-time.
2. To improve the efficiency of the clinic's operations by reducing administrative tasks and manual processes.
3. To ensure compliance with relevant health care regulations and standards.
4. To increase patient satisfaction by improving the overall experience of the clinic's services.

# Project Description

The E-CLINIQ is a web application that will enhance APC Clinic's health record management, appointment scheduling, and inventory management processes. The system's scheduling feature will enable easy appointment scheduling, monitoring, and notification of changes, improving customer experience. The system will also provide secure login access, CRUD operations on health records, summary report generation, and appointment schedule management, reducing the time spent on administrative tasks. Additionally, the inventory management module will track medicine and medical supplies for restocking and generate real-time analytics for clinic administrators. Overall, the upgraded system will help the clinic provide better customer service and experience to their students and employees.

## Project Objectives and Success Criteria

1. To optimize appointment scheduling by implementing an algorithm that evenly distributes patients based on their medical needs, time availability, and preferred healthcare provider, ultimately reducing patient waiting times, avoiding overcrowding, and improving the clinic's efficiency.
2. To develop a digital health record system that can efficiently store and retrieve patient records, eliminating the need for physical storage and enabling easy access to patient information.
3. To optimize report generation by reducing bottlenecks in the system, resulting in faster generation of patient reports that include appointment and treatment details as well as current medicine inventory levels.
4. To provide an email notification feature that provides updates to patients about their appointment schedules, weekly healthcare reminders and other medical information.

## Requirements

The functions of the project are implemented within the program.

## Constraints

The application shall provide analytics with basic insights on the clinic services. The developers will not complete data input for all existing health records during the implementation of the project, this task would befall on the clinic staff as they have administrative privileges when it comes to managing sensitive health records of the students. Medical staff, such as dentists and doctors, outside the school would require approval from one of the personnel in the clinic to access the students’ health records for privacy reasons.

## Assumptions

A list of assumptions for the project:

1. The project team will have access to the necessary hardware and software to implement the new health record system.
2. The current data in the old system is accurate and complete and can be effectively migrated to the new system.
3. The project will be completed within the allotted time frame, with no major delays or unforeseen issues.
4. The new system will be compliant with relevant standards for health record keeping and privacy.
5. The end-users will be receptive to the new system and will receive sufficient help to be able to use it effectively.
6. The project will not require major changes to existing business processes or workflows.
7. The project team will be able to effectively communicate with the clinic staff throughout the project lifecycle to ensure project success.

## Preliminary Scope Statement

This project aims to conduct a thorough requirements analysis, systems design, and implementation for Asia Pacific College's clinic health record system. It involves the installation, configuration, testing, and training of the new system, and the migration of data from the old system to the new one while maintaining data accuracy and integrity. The project's objective is to deliver a modern, efficient, and secure system that meets the needs of the healthcare industry and is fully operational for the clinic staff to use effectively. No hardware or infrastructure replacement is included in the project scope.

# Risks

Here are some high-level risks that could potentially impact the success of the Asia Pacific College's health record system upgrade:

1. Technical challenges: There could be unforeseen technical issues during the implementation of the new system, which could cause delays in the release such as programmers falling ill or personal emergencies.
2. Data privacy and security breaches: The new system will store sensitive health information, which could potentially be targeted by hackers or inadvertently accessed by unauthorized personnel.
3. User resistance: There may be hesitation from the college staff/students and medical personnel in adopting the new system due to a lack of familiarity or discomfort with technology.
4. Migration issues: The migration of physical records could take more time than anticipated due to the high volume of records already present in the clinic.

# Project Deliverables

The following deliverables are as follows:

* A fully functional scheduling system which can accommodate the number of patients mentioned in the project objectives.
* Electronically accessible health records that can be retrieved by authorized staff.
* Report generation based on the criteria requested based on appointments and inventory.
* Complete documentation created during the process.

# Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

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| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (mm/dd/yyyy)** |
| 1. Project Start | 03/25/2022 |
| * Complete Solution Design | 06/13/2022 |
| 1. Prototype Showcase | 01/23/2023 |
| 1. Final Project Showcase | 03/03/2023 |
| 1. Project Complete | 03/05/2023 |

# Project Approval Requirements

The requirements for the project entail that the objectives and client pain points be solved during the implementation of the project, these would be:

1. Digitization of the patient health records
2. Creation and launching of the scheduling system
3. Easier generation of reports for the clinic

# Project Manager

Our Project Manager is Kurt Jordan Cadenas who oversees the administrative functions of the group.

Authorization

Approved by the Project Sponsor:

Date:

< Mr Jojo F. Castillo>

<Clinic Head of Asia Pacific College>