Hospital Scheduling Project Scope Statement

Project Goal and Objectives

The project will deliver scheduling improvements so hospital resources needed for medical procedures can be scheduled efficiently. The project will take advantage of the funding available for productivity and technology enhancements.

- Rescheduling procedures decreased by 75%

- Software must run on all current computer platforms

- Decrease average procedure wait time to less than 30 minutes

- Reduce procedural errors by 50%

- Hospital is the first choice by more than 60% of residents

- Hospital's return on assets is greater than 12%

Project Boundaries

Within scope:

- Redesign processes for scheduling staff, equipment, and facilities

- Deliver new scheduling system and processes

- Document processes and system use

- Train staff on processes and system

Out of scope:

- Update work shift scheduling system

- Scheduling resident physician training

Project Deliverables

- New scheduling system and processes launched

- Process and system documentation

- Financial measures report

- Service statistics report on rescheduling % and average wait time

Success Criteria

- Staff are using the new processes and system to schedule procedures

- Manuals on scheduling processes with the new system are printed and available

- Hospital's financial reports (2 months after launch) show ROA of 12% or more

- Report (2 months after launch) shows average wait time < 30 minutes and % of procedures rescheduled decreased by 75%

Project Assumptions

- The system vendor is responsible for installation, configuration, and loading data so the system is ready for operation

- The system vendor provides training for all staff

- The scheduling system doesn't require any customization

Project Risks

- The grant or other funding falls through

- The IT group doesn't have enough resources to implement the new system

- Hospital staff don't support the project because they feel they don't have time to learn a new system

- The system requires extensive customization to deliver requirements

- The cost exceeds available funding

- Success criteria for several project objectives can't be confirmed until several months after the processes and system are operational

Project Constraints

- Budget is $750,000

- Project execution complete by 11/30/20 before grants expire