How to use this template

- Follow the instructions in the course to create this presentation.

- Note that you will be saving this presentation as a PDF; therefore, all content must be visible on the slides.

- Content in the notes section will not be published.

- Do not use animations, as they will not be reflected in the PDF.

- Add as many additional slides as needed.

- Feel free to include images and other visual elements to enhance the presentation.

Title: Enhancing Operational Efficiency in a Multi-Specialty Hospital

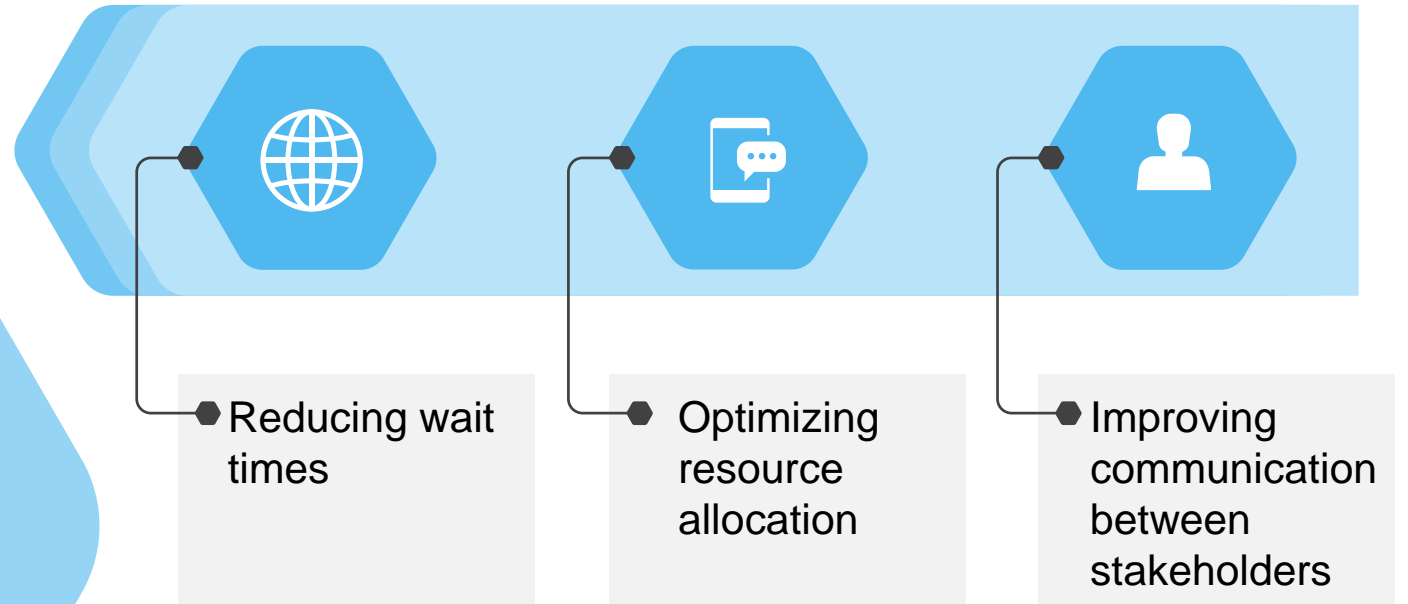**Name: Dennis**   **Designation: Business Analyst)**

Case study overview

You have recently been hired as a Business Analyst by HealthFirst Care, a leading multi-specialty hospital renowned for its high-quality patient care and advanced medical facilities.

The hospital has launched an initiative to enhance the overall patient experience in light of increasing patient complaints and operational challenges.

Case study overview

The management has identified key areas for improvement, including:

Reducing wait times

Optimizing resource allocation

Improving communication between stakeholders

Task overview

As a Business Analyst, you have been tasked with driving this initiative. Your role will involve:

Gathering stakeholder requirements

Analyzing existing processes

Developing data-driven solutions to improve operational efficiency
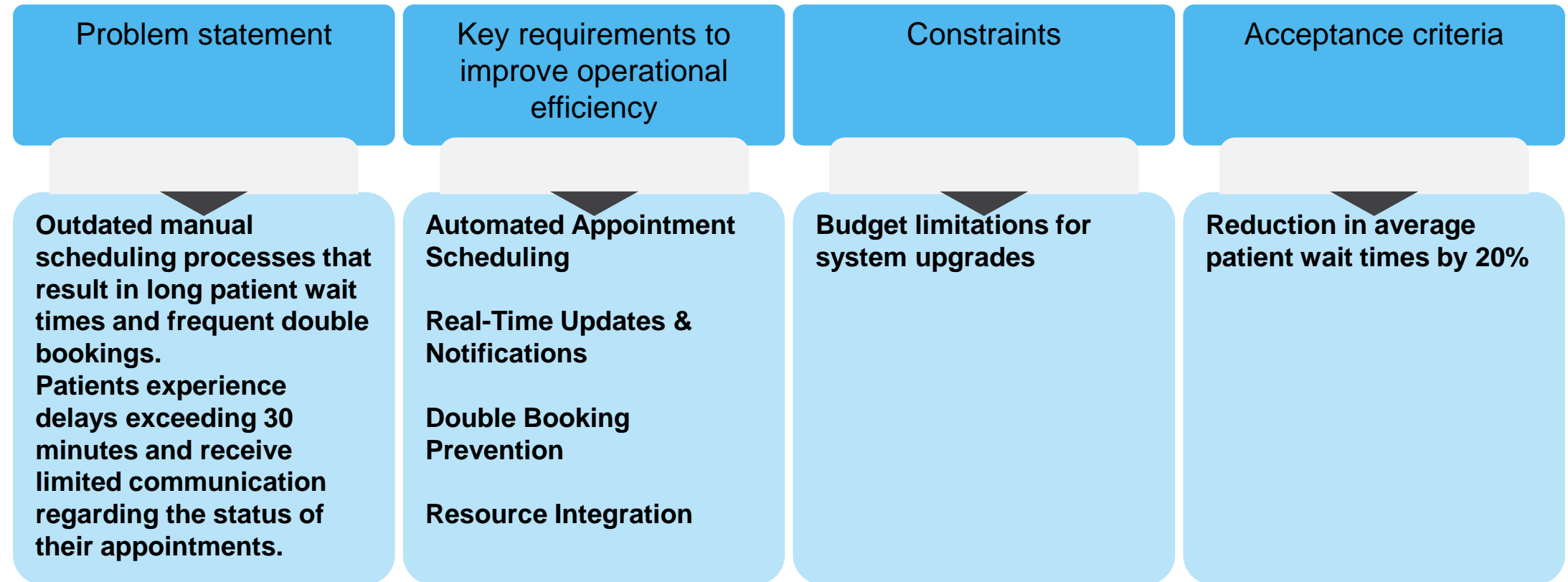
Developing risk assessment and mitigation plan

Task 1

Business Requirement Document (BRD)

A BRD defines the business objectives, project scope, key requirements, stakeholder expectations, and deliverables for a project. Your task includes writing the following:
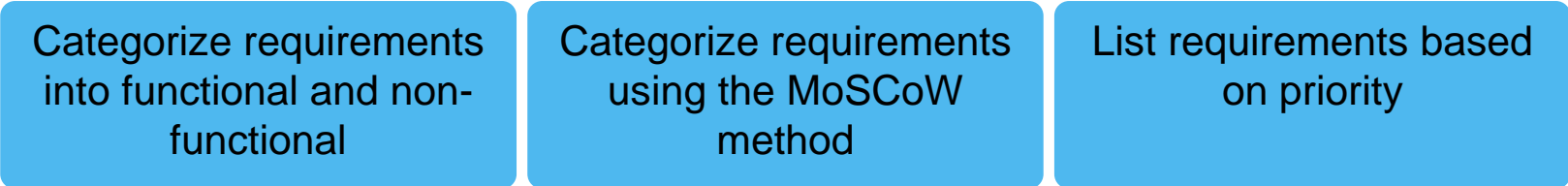
Problem statement	Key requirements to improve operational efficiency	Constraints	Acceptance criteria
Outdated manual scheduling processes that result in long patient wait times and frequent double bookings. Patients experience delays exceeding 30 minutes and receive limited communication regarding the status of their appointments.	Automated Appointment Scheduling Real-Time Updates & Notifications Double Booking Prevention Resource Integration	Budget limitations for system upgrades	Reduction in average patient wait times by 20%

Task 2

Requirement Traceability Matrix (RTM)

A Requirements Traceability Matrix maps and tracks project requirements throughout the lifecycle, ensuring that each requirement is addressed, tested, and aligned with business objectives, stakeholder needs, and project deliverables. You are required to add screenshot of your RTM that:

Categorize requirements into functional and non-functional	Categorize requirements using the MoSCoW method	List requirements based on priority

Requirement ID	Requirement Description	Priority (MoSCoW)	Stakeholder(s)	Project Objective	Related Data File	Status
HF-R001	If a data breach occurs, isolate affected systems immediately, notify IT security, and initiate root cause analysis. Apply emergency fixes and notify stakeholders.	Must Have	IT Security, Stakeholders	Maintain data security and integrity	N/A	Approved
HF-R002	If staff resistance continues, deploy departmental change champions. Offer additional hands-on support and revise training strategies.	Must Have	Administrative Staff	Ensure smooth system adoption	N/A	Approved
HF-R003	If scheduling system fails or causes delays, revert to manual scheduling as a backup. Prioritize urgent cases and engage IT to resolve issues quickly.	Must Have	IT Department, Administrative Staff	Minimize disruption to scheduling	N/A	Approved
HF-R004	If wait times do not improve, increase front-desk staffing during peak hours and expand virtual consultation slots to redistribute load.	Must Have	Front-desk Staff, Patients	Improve patient wait times	N/A	Approved

Task 3

Stakeholder Analysis and Engagement Plan

The Stakeholder Analysis and Engagement Plan identifies key stakeholders, understands their interests and influence, and develops strategies to effectively communicate, engage, and manage their expectations throughout the project lifecycle. Your tasks include:

Identifying and documenting stakeholders	Categorizing stakeholders' influence as high, medium, or low	Listing stakeholder engagement strategies	Noting stakeholder communication strategies
[Add your response here]	[Add your response here]	[Add your response here]	[Add your response here]

Task 4

Scope Management Plan

The Scope Management Plan defines how the project scope will be planned, documented, validated, and controlled to ensure that all project objectives and deliverables are met while preventing scope creep. Your tasks include:

Categorizing scope into in-scope & out-of-scope	Identifying assumptions and constraints	Defining phases in the Work Breakdown Structure (WBS)	Note Scope Change Management
[Add your response here]	[Add your response here]	[Add your screenshot here]	[Add your response here]

Task 5

Process Map Diagrams

The Process Map Diagrams visually represent the workflow of a system or process, identifying inefficiencies, redundancies, and areas for improvement to enhance operational efficiency and decision-making. You are required to fill the table with processes along with inefficiencies identified using the As-Is model and areas of improvements identified using the To-Be model:

Process	As-Is model	To-Be model

Task 6

BPMN and Swimlane Diagrams

BPMN and Swimlane diagrams provide a structured visual representation of business processes, clarifying roles, responsibilities, and interactions among different stakeholders to enhance workflow efficiency and communication. Your tasks include adding screenshots for:

Workflow using Advanced BPMN Model

Stakeholder responsibilities using Swimlane diagram

[Add your screenshot here]

[Add your screenshot here]

Task 7

Data Analysis Document

The Data Analysis Document summarizes the key findings, trends, and insights derived from patient and resource data, providing evidence-based recommendations to enhance hospital operations and patient satisfaction. Your tasks include adding screenshots for the following:

Trends identified using Pivot Table	Analyzed trends	Key insights
[Add your screenshot here]	[Add your screenshot here]	[Add your screenshot here]

Task 8

Dashboard

Dashboards visualize key operational metrics, such as patient wait times, resource utilization, and staff productivity, enabling data-driven decision-making for improved hospital efficiency and patient experience. Your task is to add the following screenshots:

Average patient wait time using a Line Chart	Bar Chart highlighting overused and underutilized resources	Patient feedback visualized using a Pie Chart	Heat Map showing the efficiencies of the departments
[Add your screenshot here]	[Add your screenshot here]	[Add your screenshot here]	[Add your screenshot here]

Task 9

Risk Management Plan

The Risk Management Plan identifies, assesses, and mitigates potential risks—such as data privacy concerns, system integration challenges, and operational inefficiencies—to ensure smooth project execution and improved patient care. Your tasks include adding screenshots from your Risk Management plan based on the specified requirements:

Risks identified in the risk register	Categorized risks based on the Risk Assessment Matrix	Elements identified in the SWOT Analysis	Key insights
[Add your screenshot here]	[Add your response here]	[Add your response here]	[Add your response here]

Task 10

Risk Mitigation Plan

The Risk Mitigation Plan identifies potential risks, assesses their impact, and implements strategies to minimize disruptions, ensuring smooth hospital operations and improved patient care. Your task includes adding screenshots from your Risk Mitigation plan based on the specified requirements:

Strategies to mitigate risks	Factors included in your Contingency Plan	Prioritized risks based on Visual Risk Matrix	Key insights from Risk Mitigation Plan
[Add your screenshot here]	[Add your screenshot here]	[Add your screenshot here]	[Add your screenshot here]