

# How to use this template

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- 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- Content in the notes section will not be published.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:

Designation:



A hand holding a bar chart with a rising line graph, symbolizing business growth and data analysis. The background is a blurred image of a person in a white lab coat, likely a healthcare professional, with various medical and financial icons floating around.

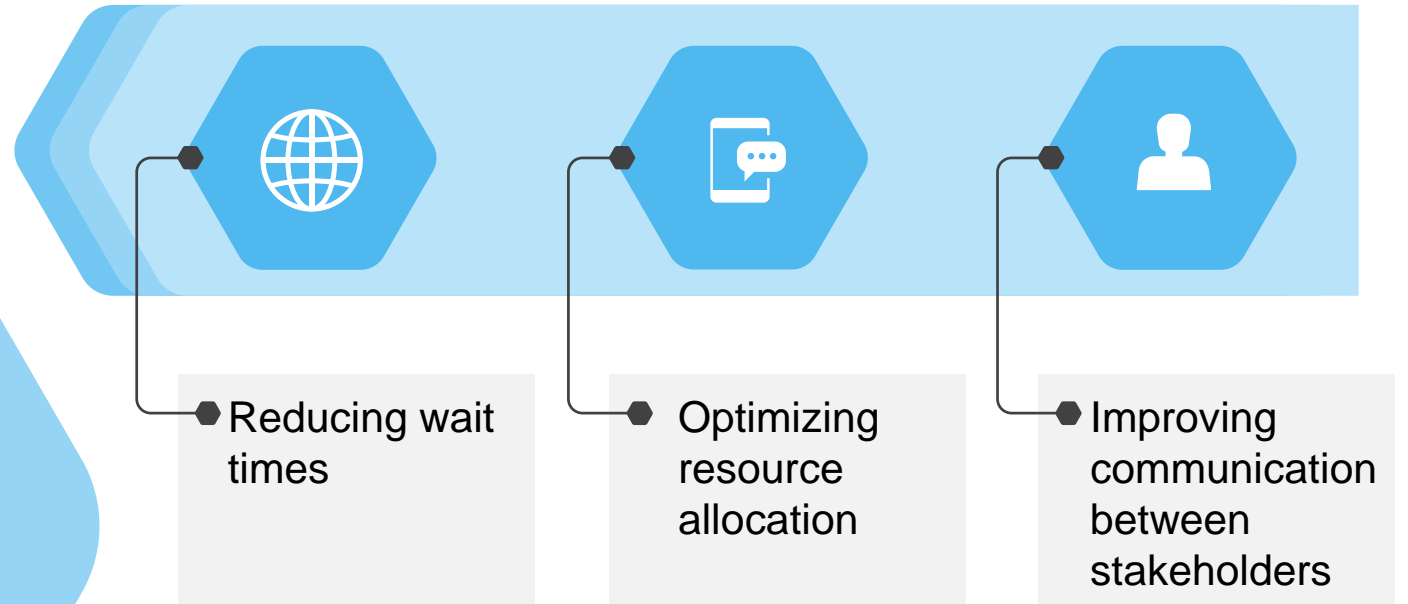
# Case study overview

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:



# 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)

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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
[Add your response here]	[Add your response here]	[Add your response here]	[Add your response here]

# Task 2





# Requirement Traceability Matrix (RTM)

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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

[Add your screenshot here]

# Task 3



# Stakeholder Analysis and Engagement Plan

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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

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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

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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

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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

[Add your screenshot here]

Stakeholder responsibilities using Swimlane diagram

[Add your screenshot here]

# Task 7





# Data Analysis Document

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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
<div>[Add your screenshot here]</div>	<div>[Add your screenshot here]</div>	<div>[Add your screenshot here]</div>

# Task 8



# Dashboard

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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

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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

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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]