

Maxim Health Care Inc

Business Requirements Specification (BRS)

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1.Introduction

1.1Business purpose

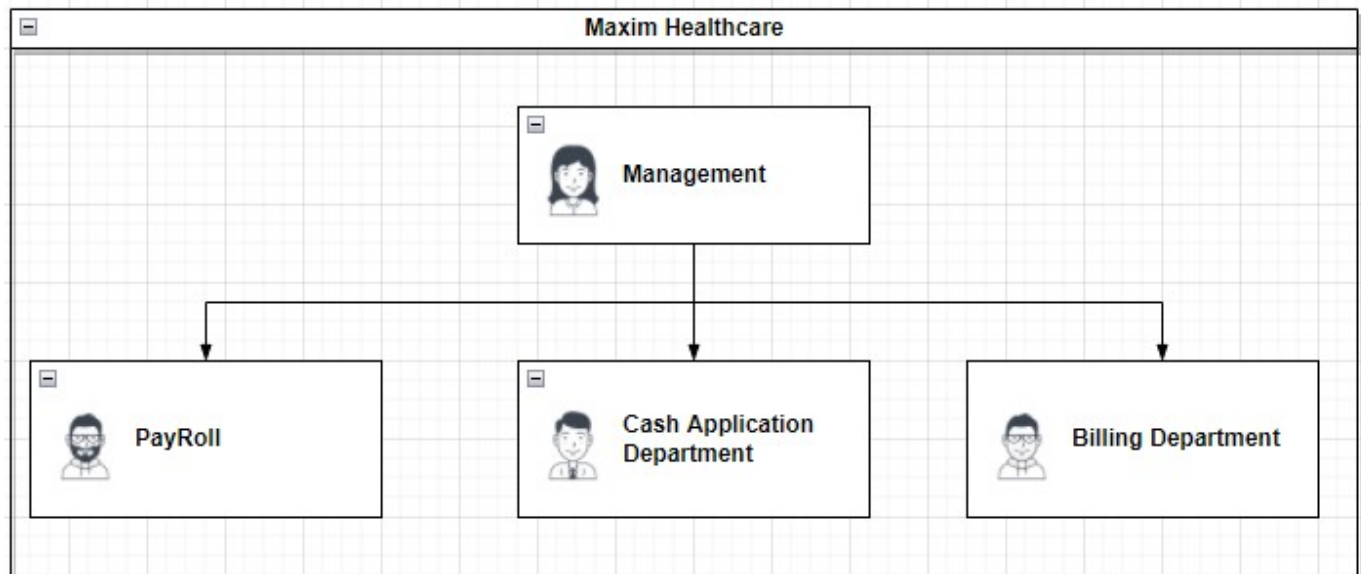
This company oversees providing home healthcare, companion and behavioral care, healthcare staffing, and workforce solutions. They currently are facing a problem with one of their department's software. The software they are currently using is not as efficient due to errors with the system. Therefore, they are trying to fix the current errors or replace this system with something similar or new.

1.2Business scope

Maxim Healthcare services, Inc this corporation's central office is in Columbia, Maryland. The system being worked with in this project analysis will be functional for their Cash Application Department. The software will be replacing a current template that is used to input data of the weekly nurse's salary also this temple needs to be used in keeping track of the credits that are pulled up every week.

1.3Overview

Maxim Healthcare is composed of different internal divisions. These are the Human resources, Billing where the Cash Application Department belongs, Payrolls Department, Finance Department, Information Services (IT), Business Intelligence Department, Legal Department and all the way on the top is the Management department.



1.4 Definitions

Some frequent vocabulary used in this corporation:

Billing Cycle: Stands for how often an institution is billed.

GP: Great Plains, the name of the spreadsheet being used currently.

1.5 Major stakeholders

Maxim Healthcare leadership board:

- Jarrod DePriest: Maxim healthcare president for over 20 years.
- Ray Carbone: Chief Financial Officer responsible for the financial operations at Maxim healthcare
- TJ Lisa: SVP, General Counsel and Secretary as the senior vice president she is responsible for overseeing all legal matters for the company including but not limited to litigation, employment, corporate, and compliance related matters.
- Kellie Lanier: SVP, Clinical Operations and Chief Nursing Officer, she is responsible for advocacy efforts for the nursing profession and developing the nursing workforce.
- Laura Coulombe: VP, Human Resources and Organizational Development. Laura oversees the direction of human resource strategies focused on fulfilling Maxim's mission to enhance the quality of life within our communities.
- Deeley Middleton: Chief Compliance Officer. Deeley is responsible for the oversight and management of the company's compliance and ethics program, including all compliance initiatives, internal audits, and training.
- Richard Li: Chief Information Officer. He is dedicated to innovation and continuous improvement and developing and delivering IT solutions integrating with business processes and needs.

2. References

- Danielle Finn "Maxim healthcare Cash Applications Reconciliation Specialist"
- Tania Gonzalez: "Open credit Specialist"
- <https://www.maximhealthcare.com/about-us>
- <https://www.maximhealthcare.com/compliance-and-ethics>
- <https://www.maximhealthcare.com/about-us/our-leadership>

3. Business management requirements

3.1 Business environment

Maxim works as the healthcare staff recruitment agency for with a wide variety of healthcare providers in the United States. Maxim supplies nurses to entities such as hospitals, senior homes and at home care.

3.2 Mission, goals, and objectives

Maxim Healthcare's mission is to provide reliable, safe, and patient-centered care through innovative and efficient care delivery models. Maxim's vision is to be the most respected and admired healthcare services organization in the nation.

3.3 Business model

To provide a reliable system where my customers could input their credit data with comments for future interactions.

4. Business operational requirements

4.1 Business processes

The OpsCon of this business covers a series of connected operations to be carried out simultaneously. Each department is in charge of a different task. The cash application department at maximin healthcare is in charge of keeping track of all the credit opening that are made each week in the different health facilities that they provide their services to. The billing department is in charge of charging the different facilities the different fees for supplying them with nurses.

4.2 Business operational policies and rules

<https://www.maximhealthcare.com/compliance-and-ethics>

Maxim follows a standard set of rules such as [Patient Privacy Practices](#) which protects any information connected to the patient such as payments or personal information.

Maxim Healthcare has an Equal Opportunity policy. Enforced by the U.S Equal Employment Opportunity Commission these federal laws prohibit workspace discrimination.

4.3 Business operational constraints

List of Constraints:

- This spreadsheet is only edited by the Cash Applications Department where they input all the data related to the credits done that week for different institutions.
- Management must have access to this system however the management department must only review this information.
- Employees must not excide their 40 work hours a week.
- Employees have up to three weeks off in a year.
- Employees are limited to the access of Maxim Database system outside of working ours. No employee is allowed to access or perform any task in Maxim Healthcare computers before 8am or after five pm during week days or access on weekends.
- Maxim Healthcare receives a monthly supply of basic accessories needed in every office such as printing paper, pens, printer ink and toner and any toiletry needed according to what is needed.

4.4 Business operational modes

The system needs to be able to transfer all the data to Excel and from there able to input and save enough data in case of not internet availability.

Another possible scenario could be not having one of the users in sight due to any unexpected situation. All the data originally inputted by any user needs to be shared in a common database or cloud in other for other users to excess at any time. No data can be restricted to all the users.

4.5 Business operational quality

Maxim Healthcare is focused on empowering staff to deliver safe and reliable care, improving processes to use resources more efficiently, eliminating mistakes and unnecessary procedures, and improving health outcomes. To achieve this the company has designated different teams to specific tasks, dividing the company into multiple departments to have a better control of every transaction. The system most frequently worked with by this company is Excel and Microsoft Outlook for any kind of communication.

4.6 Business structure

Some of the systems the company works with are Excel spreadsheets, Microsoft Dynamics GP, Microsoft Outlook for internal and external communications.

5. Preliminary operational concept of proposed system

5.1 Preliminary operational concept

The goal is to design software that will easily be able to maintain and process all intercompany transactions. The software must be capable of saving data for extended periods of time in an external cloud. For this each computer will need to be connected to a backup battery. All the computers will need to use Microsoft Software to use the system that will be created and continue using the previous software.

The system will analyze and post journal entries for adjustments, refunds, and other AR, and miscellaneous on a weekly basis. For these standards it will need to work with Excel to keep track of all the transactions.

a) operational policies and constraints.

- The system will have a limit of characters to be included in an excel sheet for item management. The user must only include what is asked for to be transferred to the excel sheet at the end of the entry.
- The user will need to change their password once every ninety days to lower the chances of a cyber security attack.
- Software will not allow copy and paste interface to make the user input every information detail carefully.
- Software updates will be made once every thirty days.

b) description of the proposed system.

Create a system that will gather store and manage information from the credit transactions made in a week. The proposed system will start when the user

c) modes of system operation.

There will be different user modes for every department. The billing, payroll and Cash Application Department will be the only departments entering data into the system.

The management Department will be allowed to review and monitor data but not enter as well as the IT Department.

d) user classes and other involved personnel.

The diverse groups of users using this software will be the different departments within Maxim Healthcare that will need any information from the database at the moment. These departments will be management, billing, payroll and mainly the Cash Applications Department. The IT Department will make use of the system but for updates and to work on the system.

e) support environment.

When there is an issue affecting the operation of the software the IT department oversees maintaining the system.

5.2 Preliminary operational scenarios

Diverse ways the users will interact with the system:

- If needed to input cash credit from a specific nurse or a group of nurses in a facility.
- Maintains and processes all intercompany transactions.
- Analyzes and post journal entries for adjustments, refunds, and other AR, and miscellaneous on a weekly basis.
- Balance detail deposits and wires.

6. Other preliminary life-cycle concepts

6.1 Preliminary acquisition concept

Before putting any time and money into creating the software I will be meeting with the stakeholders and management. This will need to provide authorization and monetary responsibility before the product is deployed. A contract will need to be signed before deployment.

6.2 Preliminary deployment concept

The software will be introduced into the live environment, and it may be deployed several times during the development process to verify its proper functioning and check for errors.

6.3 Preliminary support concept

Once the product is done there will be training on the platform, they already use for training which is called WebEx. The training will be given to everyone in the departments as part of their periodically online training the employees receive.

There will be training due for the stakeholders every time the system gets updated. Everyone in the corporation that must interact with the system will be given a two-week deadline to complete their training.

6.4 Preliminary retirement concept

After an extended period of usage at some point the software will need to be terminated. Once the stakeholders have been informed about the retirement of the software and the information needed has been saved in another place. There will be a 2-step elimination process. First there will be a delete button on setting then there will be a code or password needed to finally verify that the software wants to be deleted.

7. Project Constraints

The application will take seven weeks total to make. The first week will be strictly for planning and presenting a process Design. The following six weeks will be for integration in this process the project will be created and put together. In the integration process the client will be shown a preview of the project itself. The last week will be strictly for testing. After there will be some training for the end user. The project will be carried out by a small team since it is not a large task.

8. Appendix

8.1 Acronyms and abbreviations

- API: Application Programming Interfaces
- OpsCon: user-oriented document that describes system characteristics
- ConOps: commander's assumptions or intent regarding an operation or series of operations.

9.2 Front matter

1.1 Image Draw io table