**Business Requirements Document**

**Project name:** Enhancing Operational Efficiency in a Multi-Specialty Hospital

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| **Project Overview** |
| To solve key issues and enhancing operational efficiency in a Multi-Specialty Hospital for all stakeholders. |

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| **Background and Problem Statement** |
| The hospital faces multiple operational issues that affect service quality and stakeholder satisfaction. These include:   * Overall appointment system and wait time for patients * Overbooked schedules for doctors and delay * Limited availability of nurses and essential supplies * System glitches and scheduling conflicts * Unintegration between current scheduling and record management systems |

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| **Project scope** | |
| **In-scope**   * Integrate record and scheduling system * Improvements to patient and doctor scheduling * Enhancement of overall operational efficiency | **Out-of-scope**   * Hiring or increasing staff levels * Miscommunication between staff * External supplier issues |

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| **Stakeholders** |
| * Patients: End-users of hospital * Doctors: Key service providers * Nurses: Support care providers * Administrative staffs: Manage appointments, records, coordination * IT teams: Responsible for system maintenance and integration |

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| **Business objectives** |
| To reduce operational inefficiencies and improve service delivery by enhancing systems/processes and increasing stakeholder satisfaction. |

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| **Requirements** | |
| **Functional requirements**   * Current scheduling and record management system must integrate * Minimize the scheduling conflicts * Improve the appointment system | **Non-functional requirements**   * Better scheduling for patients and doctors * Better appointment system |

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| **Assumptions** |
| * No major organizational restructuring will occur during the project timeline * The existing system must be improved as quickly as possible * Patients should not be affected during the system upgrade process |

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| **Constraints** |
| * Limited IT staff availability during implementation * Potential for ongoing service disruptions during transition * Budget or time limitations |

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| **Supporting Data** |
| * “200927-011 M1L1 Stakeholders Profile-for Requirement Gathering -2-.pdf” * “feedback\_data.csv”, “resource\_data.csv”, “appointment\_data.csv” |

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| **Conclusion** |
| This project aims to reduce operational inefficiencies in a multi-specialty hospital by implementing an integrated system and enhancing services to meet the needs of all stakeholders. |