**Scope Management**

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

**Prepared by:** Prawit Pongpipat

**1. Project Scope Statement**

**1.1 Objectives**

* Integrate hospital scheduling and medical record systems
* Improve patient appointment experience
* Increase operational efficiency for doctors, nurses, and administrative staff
* Improve resource and feedback management

**1.2 Inclusions (In-Scope)**

* Design and implementation of an integrated scheduling-record system
* Development of notification and feedback tools
* Appointment automation with conflict detection
* Resource allocation automation
* UI/UX enhancement of online booking
* Staff training and final deployment

**1.3 Exclusions (Out-of-Scope)**

* Hiring new medical or administrative staff
* Physical infrastructure changes
* Third-party supplier integrations

**1.4 Assumptions**

* Existing IT infrastructure is sufficient
* Stakeholders are available for feedback and testing
* No major policy or organizational disruptions will occur

**1.5 Constraints**

* Limited staffing during project implementation
* Project must be completed within 19-20 weeks
* Fixed budget

**2. Work Breakdown Structure (WBS)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| WBS ID | Task name | Task description | Owner | Milestone/Deliverable | Estimated Duration |
| 1.0 | Project initiation | Kick-off and planning | PM | Project Charter | 1 week |
| 1.1 | Requirements Gathering | Collect requirements | BA / PM | BRD Completion | 1 week |
| 1.1.1 | Stakeholder Interviews | Interview patients, doctors, nurses, and admin | BA | Interview Summary | 1 week |
| 1.1.2 | Analyse Appointment Data | Identify scheduling inefficiencies | BA / DA | Data Analysis Report | 1 week |
| 1.2 | System Design | Architecture and UI/UX planning | IT teams | Design Document | 2 weeks |
| 1.3 | System Development | Build system & services | IT teams | Working Modules | 6 weeks |
| 1.4 | Testing | Testing modules | IT teams | Test Report | 3 weeks |
| 1.4.1 | User Acceptance Testing | Internal check for each module | IT teams | Pass Reports | 1 week |
| 1.5 | Deployment | Final rollout to production | IT teams | Live Date | 1 week |
| 1.6 | Training & Handover | End-user training and documentation | PM | Training Completion | 1 week |
| 1.7 | Project Closure | Lessons learned and closeout docs | PM | Final Report | 1 week |

**3. Scope Change Management Process**

**3.1 Approval**

* High-impact changes require owner/sponsor approval
* Low/medium changes could be approved by PM

**3.2 Implementation**

* Approved changes are added to the WBS and timeline
* All stakeholders are notified of updates