# COASTAL BIRTH SERVICES SCHEDULE APP

CPT 264 Group 1

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# BUSINESS INTRODUCTION



Coastal Birth Services

❖ To facilitate the expansion of healthy childbirth options on the South Carolina Coast.
❖ To serve a variety of families throughout pregnancy, labor, birth, and the newborn period.
❖ To support natural birth and breastfeeding worldwide.

Coastal Birthing Services

1968 High Meadow Street
Johns Island, SC

843-559-5559

http://www.coastalbirthservices.com/

Number of employees: 1-2 other midwives and they mutually work with up to a dozen birth assistants, and 2 professional birth photographers.

Annual Sales: $135,000

Service is their focus

# OVERVIEW

Coastal Birth Services is here to help you explore all the options that will contribute to a healthy pregnancy and safe birth. Our belief that women's bodies were made to give birth naturally is the basis of our commitment to facilitating exceptional birth experiences for mothers in Coastal South Carolina, providing home birth-oriented midwifery care from Myrtle Beach, Charleston and Summerville to Beaufort and Hilton Head.
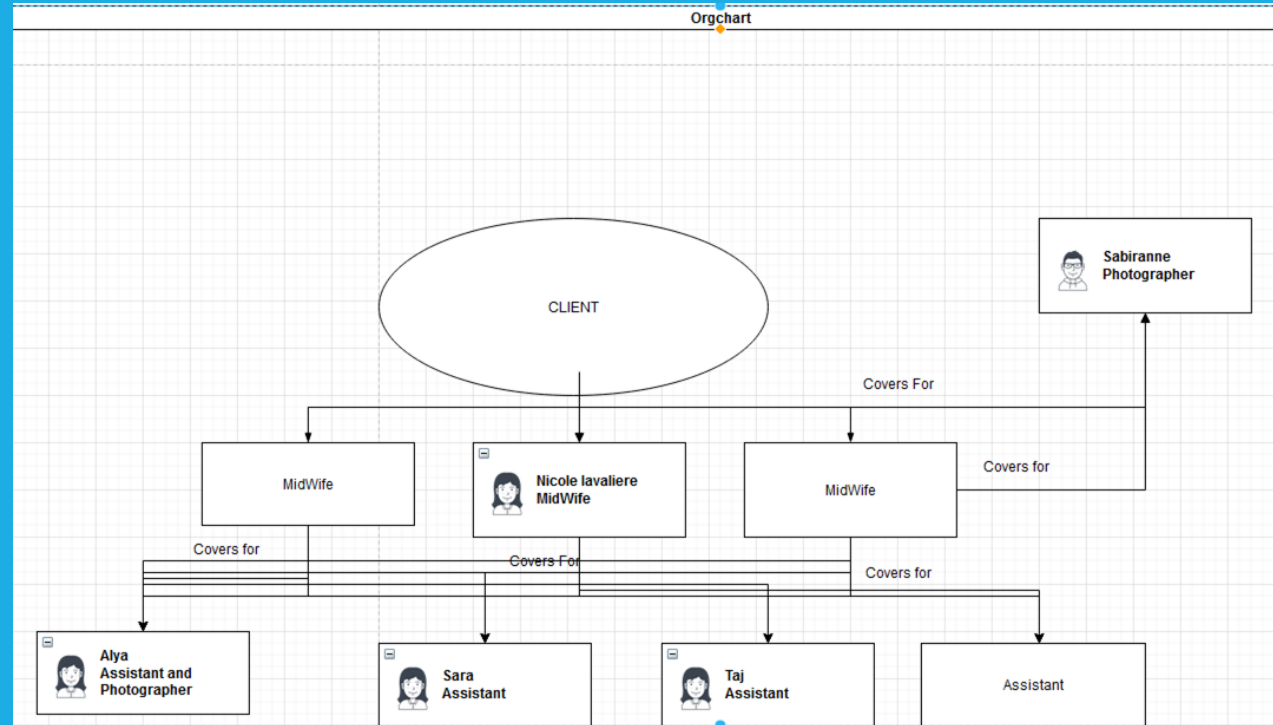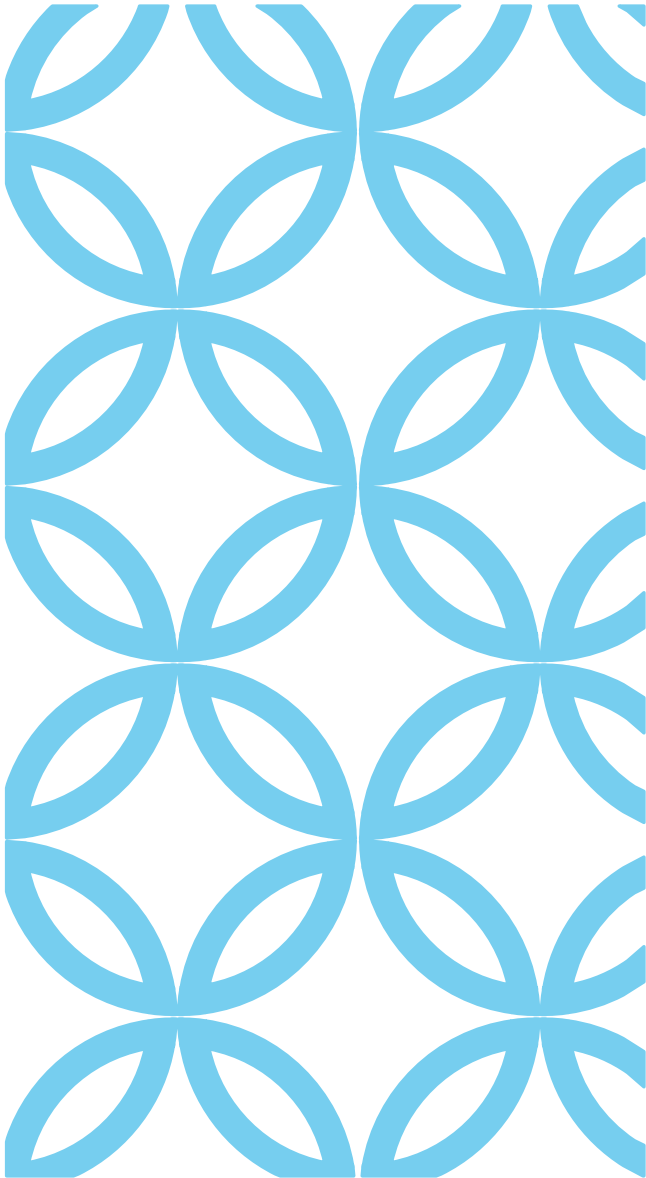
# ORGANIZATION CHART

# SYSTEMS SERVICE REQUEST

Coastal Birthing Services requires a app for scheduling clients with their desired birthing service provider. At this time, the company is scheduling via pen and paper and email.

# PRELIMINARY INVESTIGATION INTRO

The owner of the company, Nicole Lavallee, would like a way to schedule her birthing specialists hassle free. Currently there is no standardized process for updating or scheduling appointments/meetings or to see the availability of others that Nicole hires.

# PRELIMINARY INVESTIGATION FINDINGS

We have found out that currently there is no 1 source of information that they are using for communication or scheduling.  Currently Facebook, text messaging, as well as paper/handwriting is being used.  Also we have discovered that there is not always a plan in place and so that would leave me to believe that last minute complications have happened before and would be something we would want to be mindful of and plan for going forward.

# PRELIMINARY INVESTIGATION OPPORTUNITIES

❖ A better scheduling system is required where everyone can post their schedule as well as see others schedules.

❖ We will need to be mindful of HIPAA protections of client information

❖ Coastal Birth Services requires an application with a dynamic calendar and collaborative user notes.

❖ The app needs to be compatible with both Android and Apple operating systems as there is variation between users

# PROJECT DEFINITION

Company: Coastal Birthing Services

Project Manager: Noah Adkin

Division: IT

Sponsor : Coastal Birthing Services

Date:12/7/2020

Project title: Coastal Birthing Services Schedule App

# PROJECT DEFINITION

Project: To create an app for our client that not only creates a schedule for the users but make scheduling for the clients easier too.

# PROJECT DEFINITION SCOPE

The new Information System will centralize data from text messages, Facebook Groups, Facebook Events, and Paper Schedules into a unified application. It will improve business practices and save time. They will be able to effectively make schedules and make clearer, more informed, decisions about daily operations.

# PROJECT TIMELINE

November 2 2020: Project Definition and Report

November 9 2020: System request from business

November 11 2020: Business Interview

November 23 2020: DFD Diagrams

November 30 2020: System Design Specs

December 7 2020: App presentation to client

# PROJECT COST

People: $2,500.00

Equipment: $500.00

Material: $500.00

Cost: $500.00

Project Total Cost: $4000

# RETURN ON INVESTMENT

Return on investment (ROI):

Project Cost: $4000

 The app will cost $40/ month which will be 480$ for one year.

It will take about 8.5 years for an ROI
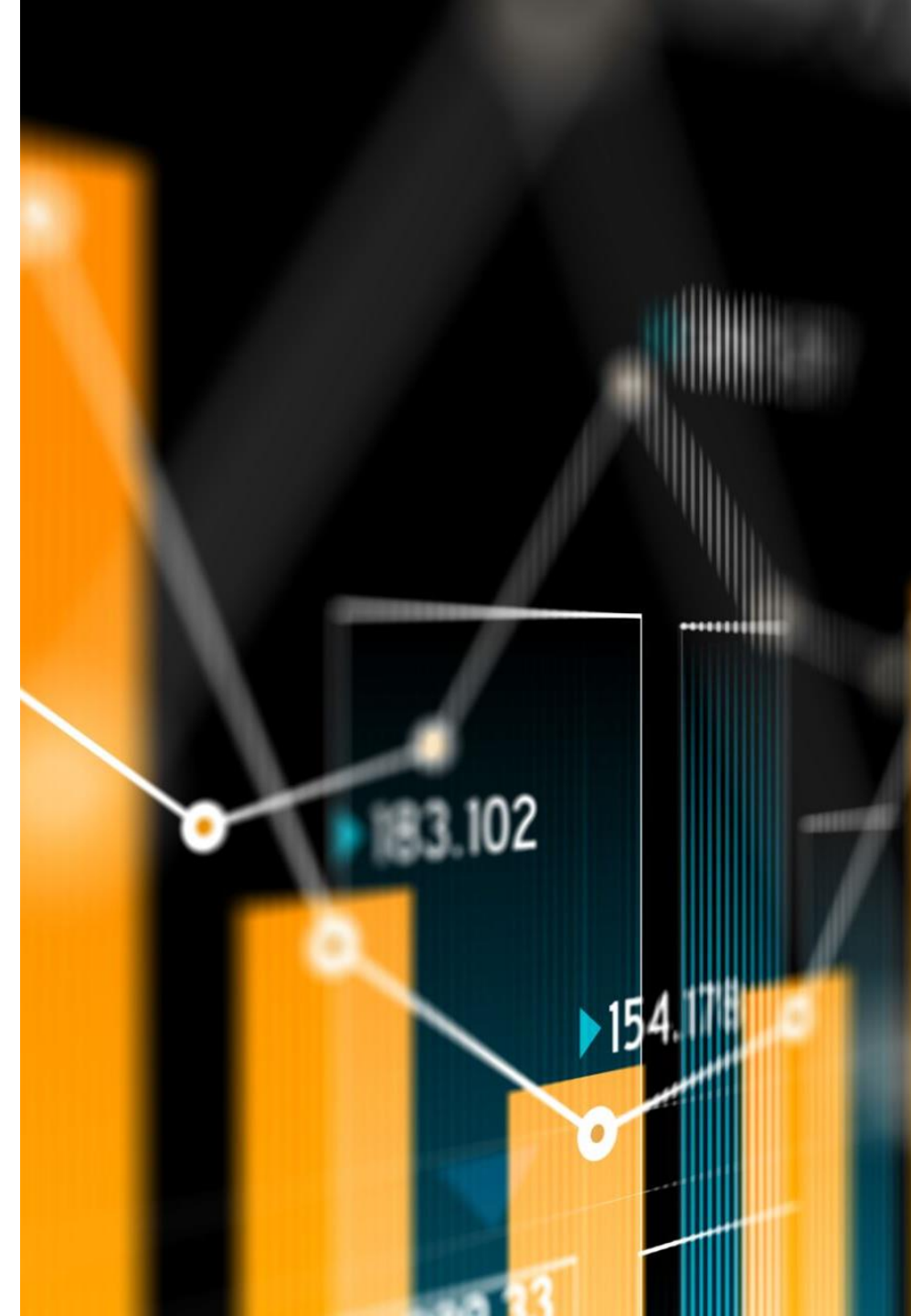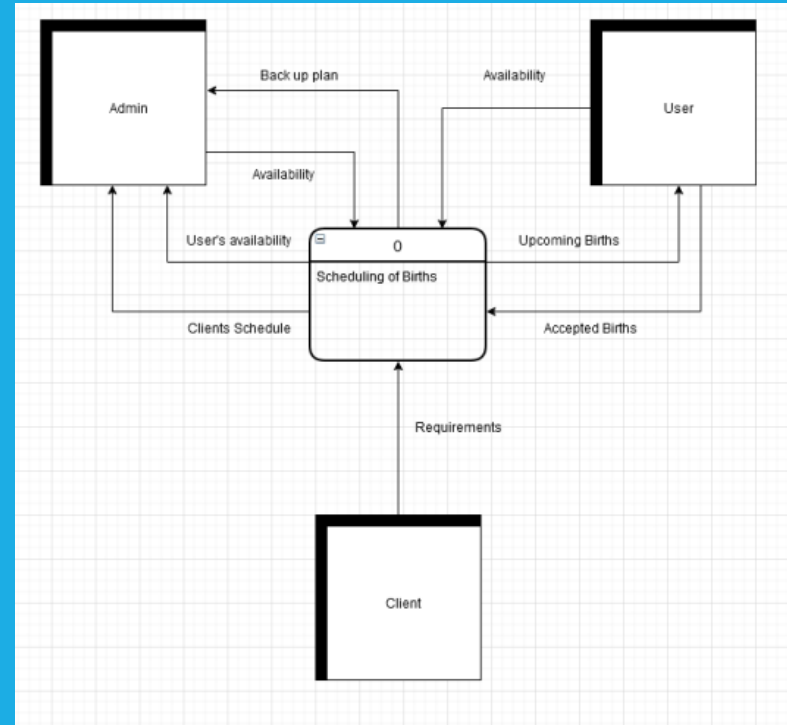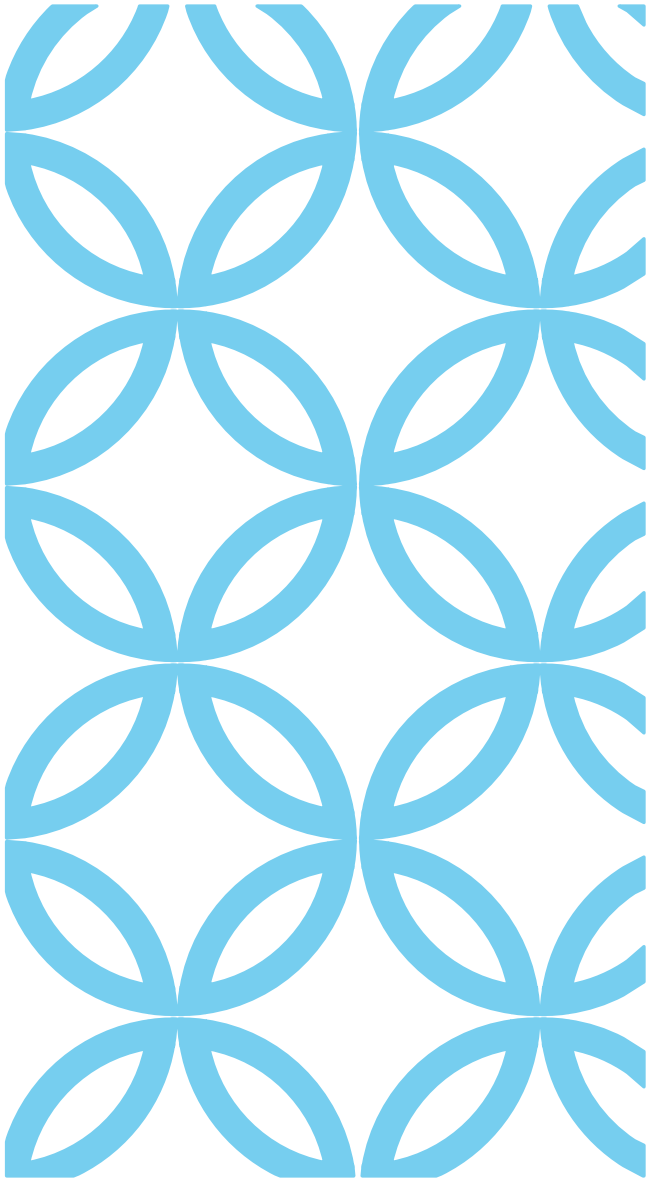
# DATA FLOW DIAGRAM (CONTEXT)
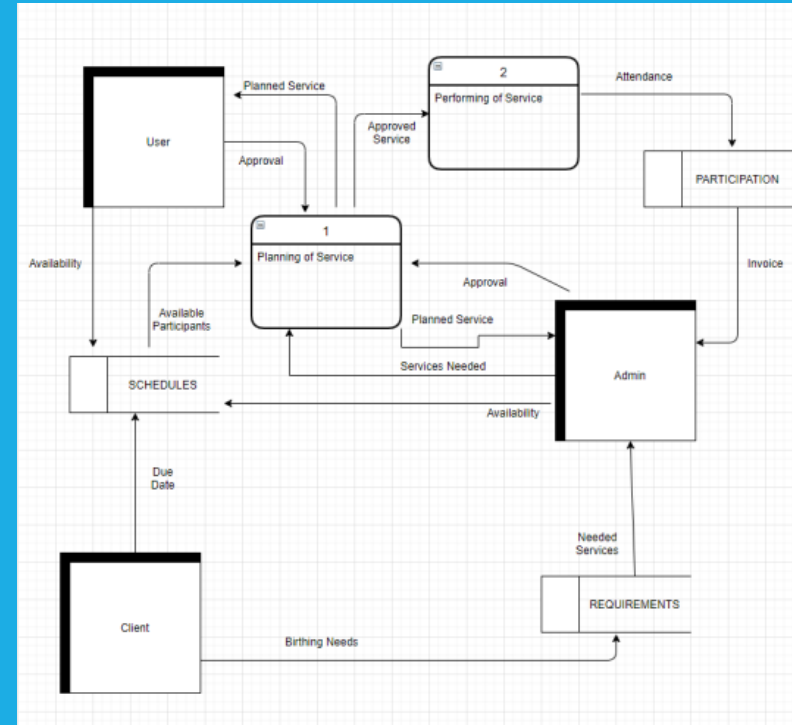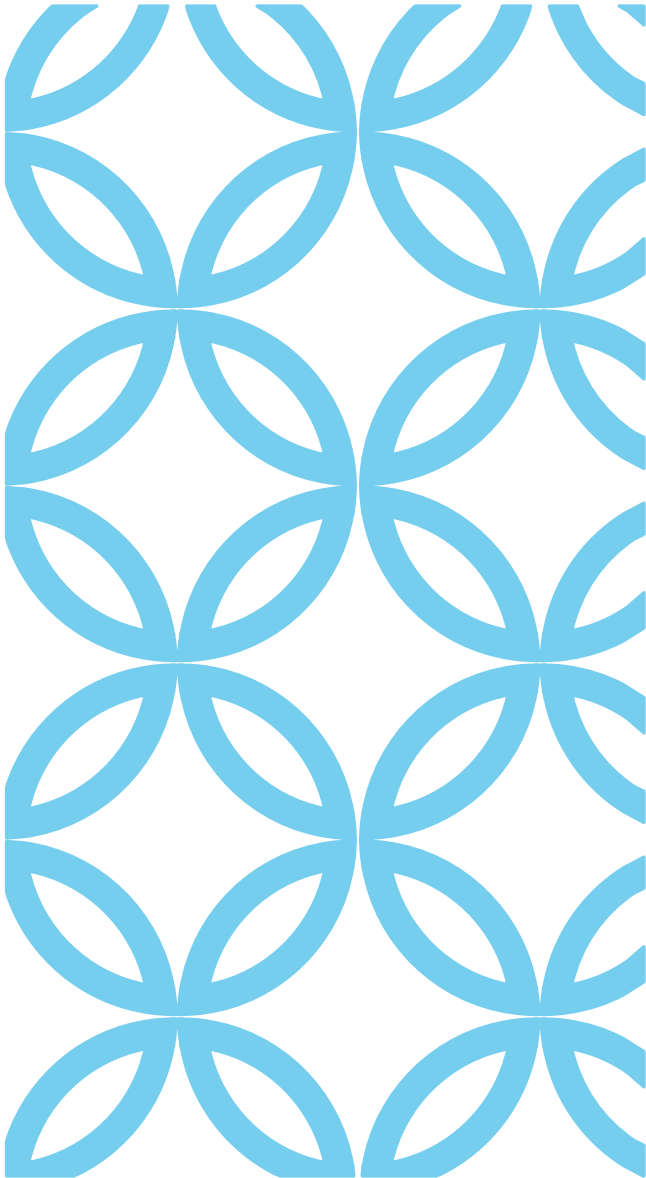
# DATA FLOW DIAGRAM (LEVEL 0)

# DATA DICTIONARY

Name: Approved Service

Starting Point: Planning of service

Info: Service can happen

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Name: Planned service

Starting point: planning of service

Info: scheduled service

---

Name: Attendance

Starting point: Performing of service

Info: user and client meet

---

Name: Invoice

Starting point: Participation

Info: Document proving client and user met with costs

---

Name: Approval

Starting point: Admin

Info: Admin must approve services from client for users

---

Name: Services Needed

Starting point: Admin

Info: Admin will have info for services that are requested from the client

# DATA DICTIONARY

| |
|---|
| Name: Availability |
| Starting point: User and admin |
| Info: User must state the time they require the service, and the admin must list the times services are needed |

| |
|---|
| Name: Available Participants |
| Starting point: Schedules |
| Info: A list of a user and client planned services |

| |
|---|
| Name: Due Date |
| Starting point: Client |
| Info: when the client will be requiring the service |

| |
|---|
| Name: Birthing needs |
| Starting point: client |
| Info: details on what client would like for service |

| |
|---|
| Name: Needed Services |
| Starting point: Requirements |
| Info: The service info given to the admin to determine what service is needed |

# SYSTEM DESIGN

In order to fully realize the benefits of the On-Call app certain recommendations are provided for further action:

1. User App Training
2. Confidentiality Seminars
3. Security Audits and Maintenance
4. Yearly HIPAA Self Audits
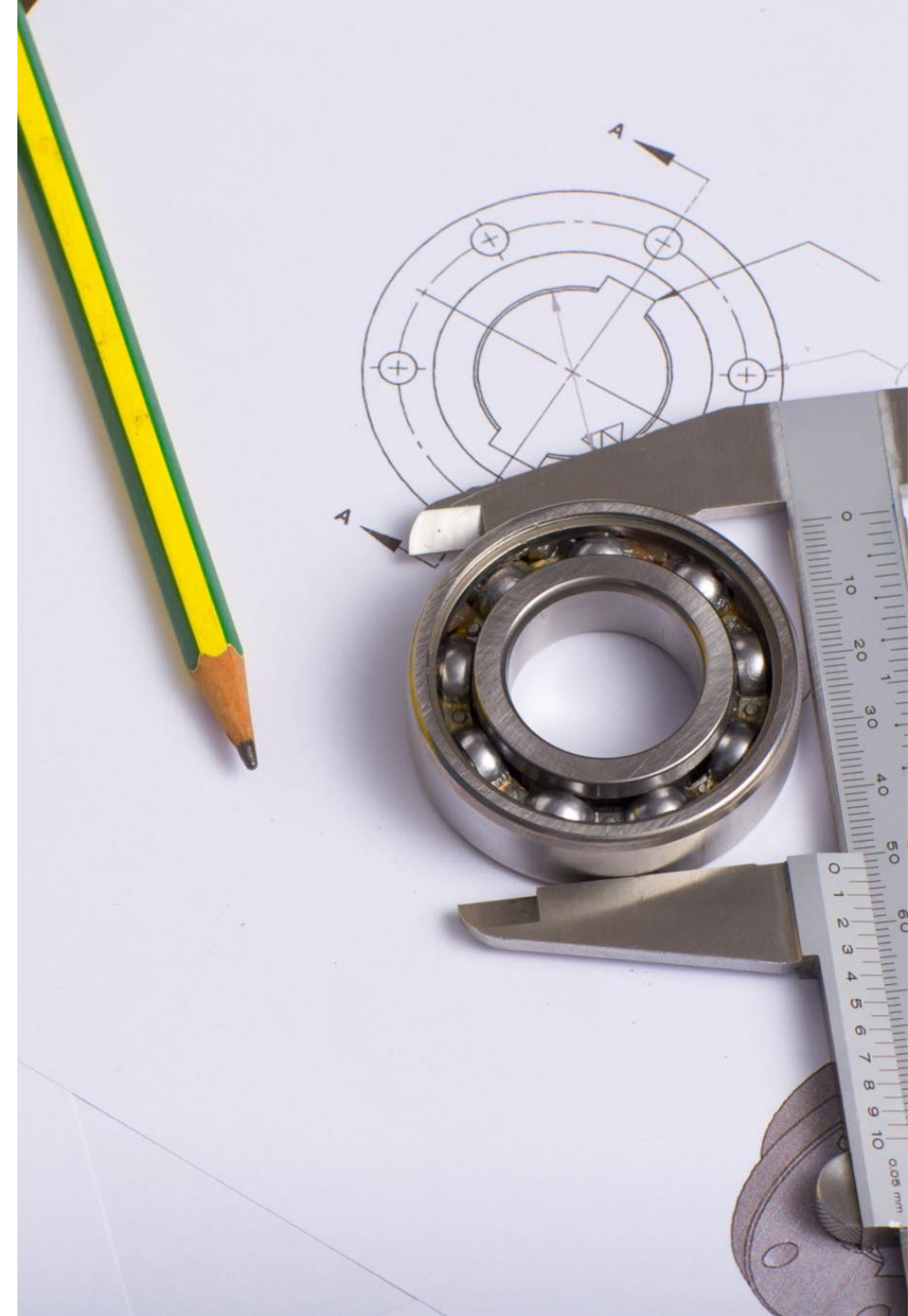
# SYSTEM DESIGN

Tangible Benefits of the On-Call System include:
1. Availability overviews
2. Due-Date conflict avoidance
3. Client Privacy
4. Event Management
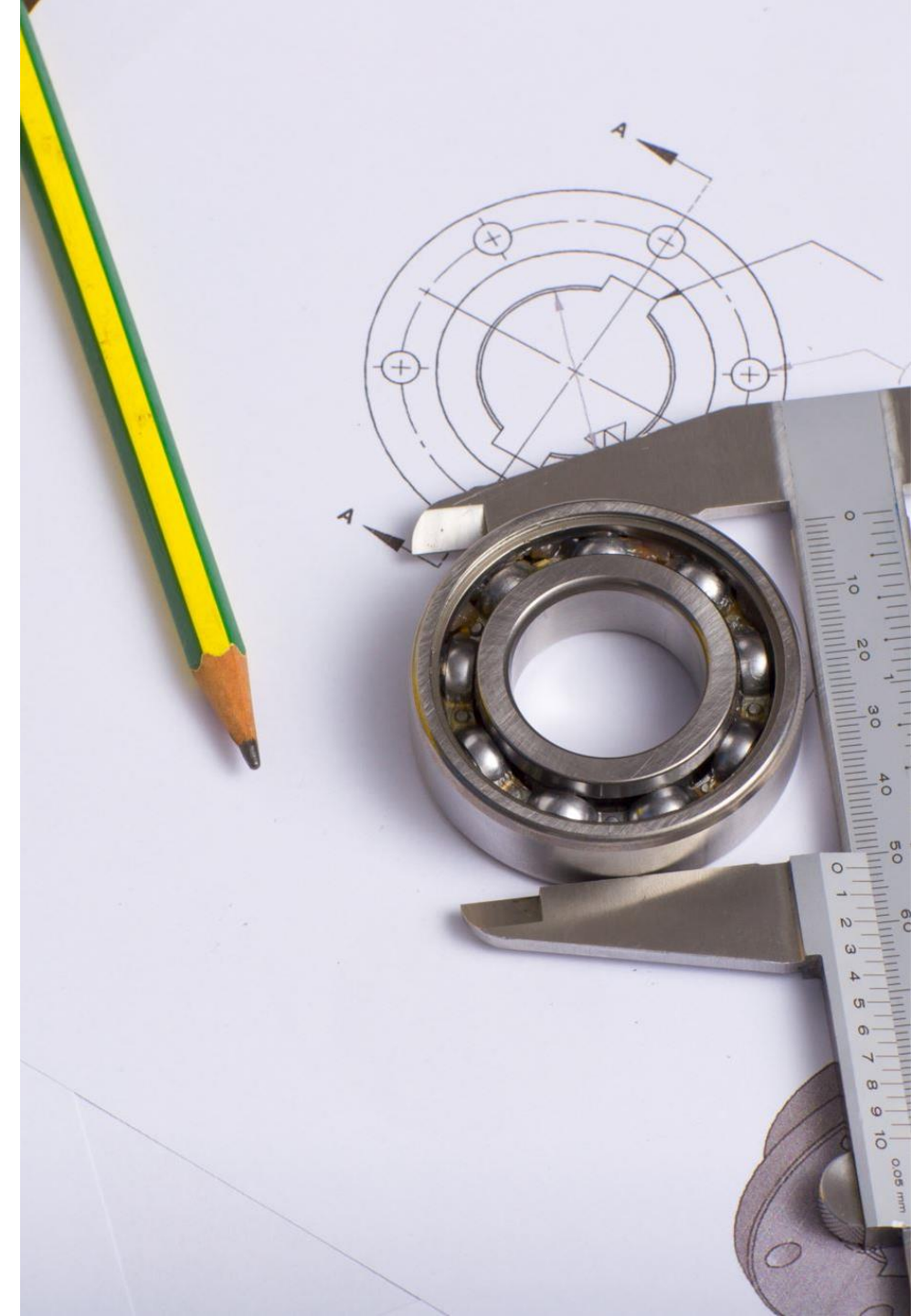
# SYSTEM DESIGN

Intangible Benefits of the On-Call System include:

1. Reduce Stress
2. Encourage involvement
3. Promote Synergy
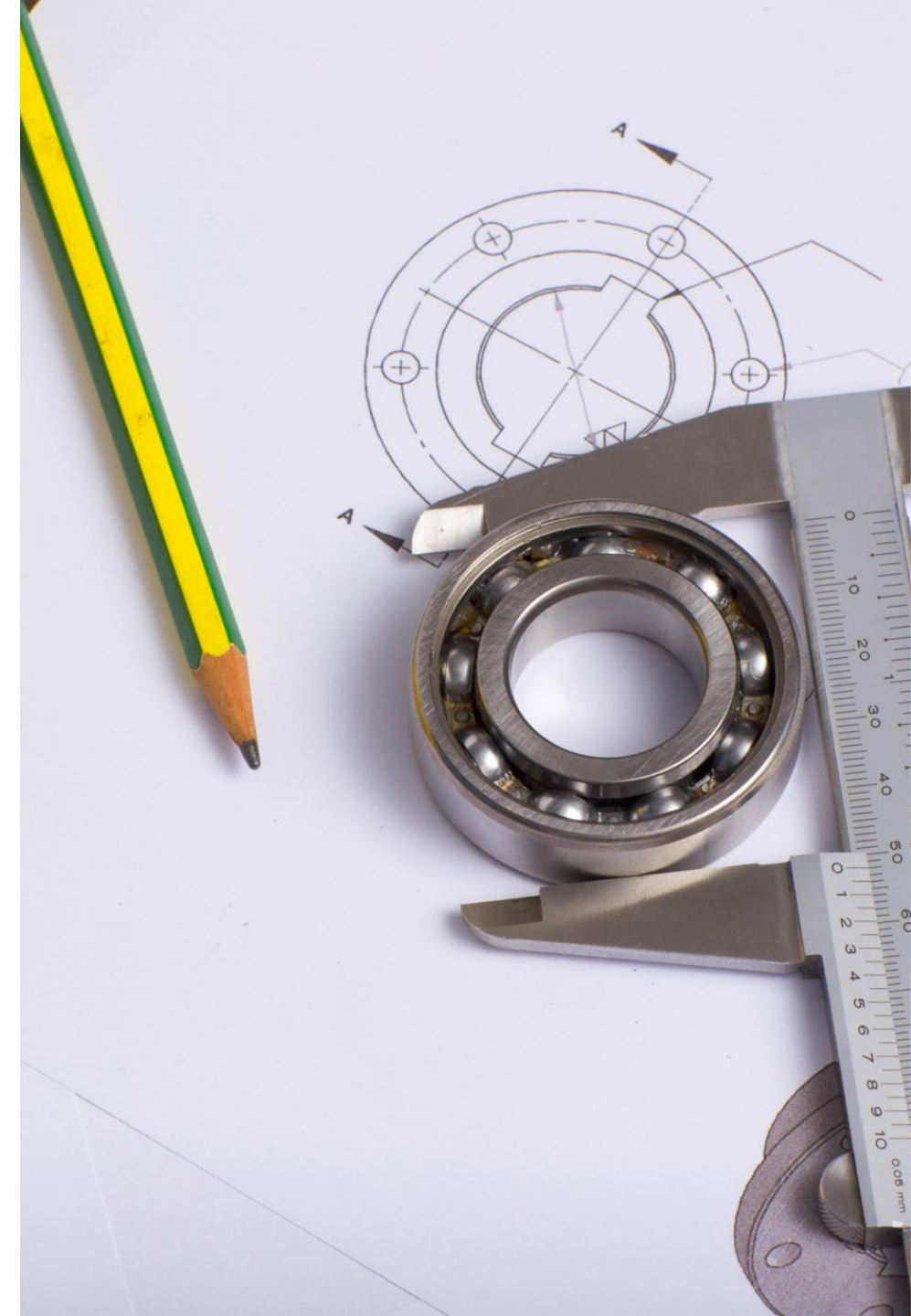
# System Design
## App Login Screen
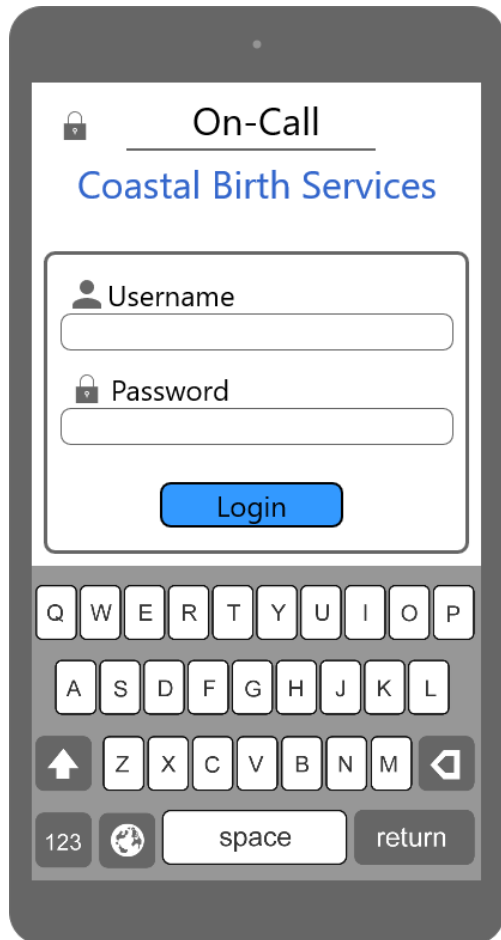
# System Design
## App Home Screen
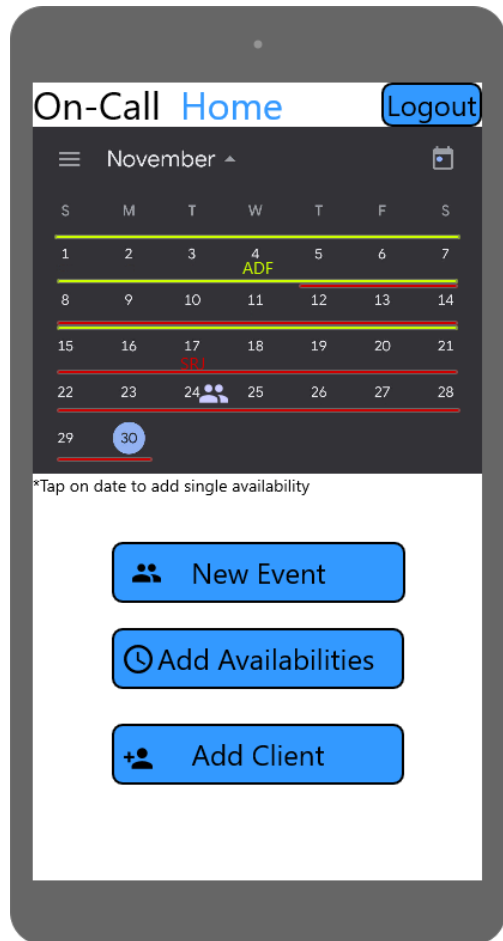
# System Design
## App Add Client Screen

# System Design
## App Add Event Screen

# System Design
## App Add Availability Screen

# System Design
## App Add Availabilities Range Screen

# SECOND RECOMMENDATION

- Microsoft Teams is a a collaborative workspace for communication, collaboration, video chats and document sharing.
- Teams offers the Security and Compliance support needed for a medical field.
- Teams should be considered for its ease of use and 24/7 customer support
- Cost of ~$50 per month (at $5.00 user/month). The cost scales with users but provides a number of other features beyond scheduling.

# SUMMARY

The On-Call information system will allow Coastal Birth Services to manage more assistants in a practical and professional manner. This new system will reduce the workload of midwives and uncertainty for assistants. A simple to use mobile app with a modern user interface will allow users of varying tech levels to engage with the system productively and stress free. The scheduling of Due-Dates will provide a clear summary of upcoming workload. The events scheduling system will allow for concise planning of events before publicly sharing potential dates and locations. On-call will provide your company with the needed tools to meet your expanding business!