**FYP Proposal**

The Dublin Speech Centre is one of the biggest private Speech and Language services companies in Ireland. It employs 15 speech therapists, located in Dublin, Mallow, Mitchelstown, Killarney, Castlebarr, Galway and Tralee. The Speech Therapists see and treat clients in three different manners: in the Private Clinics; in Nursing Homes or Home Visits. They are having a number of problems that they are seeking solutions for:

1. They see clients in their Clinics by appointment in advance. Should a client fail to show then they have wasted an hour which cannot be back filled quickly, thus losing out on revenue and the opportunity to see other clients on waiting lists. Or, if they knew that a client was not coming then they could take the opportunity of making a visit to a Nursing Home.
2. Nursing Home visits are flagged by email and usually come from the Nursing Homes themselves. After treating the client the Speech Therapist must fill-out the required records/documentation, usually on a system used by the Nursing Home such as Epicare or CareMonitor. After this the Therapist must make their own notes about the client, so that they have their own copy of the treatment also. This is a waste of time, duplication and their hand written notes delay their progress onto their next Nursing Home.
3. Finally, the vast amounts of paper files that are generated daily are a problem. Not just with respect to storage but also files go missing, or can be hard to find and therapist spend unnecessary time looking for patient notes when they could be treating their clients.

The company would like to address these issues and sort them out before the new regulations on Data Protection and Patient records comes into play in May 2018. When there will be new and further obligations to comply with, including Data Portability.

I would like to submit this outline as my potential Plan for my final year project.

**What this project aims to achieve:**

1. To address the first issue I suggest having a working calendar system to book patients in for appointments and to share this information among the other therapists. I would also suggest using push notifications of appointment by email/text so patients do not forget about appointments.
2. Create a centralised data storage system (possibly cloud based) which allows the Therapists to make and keep their own notes, which are always easily accessible, regardless of where the Therapist is.

**Why is the system required?**

This system is required to try and find a solution to the above problems, and to improve the overall efficiency and effectiveness of The Speech Centres systems. From the overview of the client’s submission many of their issue can certainly be improved by technology.

**Discussions with Stakeholders**

I have spoken with my older sister Alex who is a manager with the Speech Centre and also with another speech therapist about the problems they face from day to day. And from my discussions I have developed the following user stories:

**User Stories**

1. As a SALT (Speech and language therapist)

I want to ensure that the time I spend in the clinic is productive and that I am not waiting around wondering if a client is going to attend their appointment or not

So that I can work through my case load effectively and to also make availability to clients on the waiting lists. If I knew a client was not going to turn up I could make a visit to a nursing home or call another client from the Wait List.

1. As an SALT

I want be able to write my client notes once. Right now when I am visiting a Nursing Home I must write-up my client notes on the computer system that is used in that nursing home. Next I must make my own notes on the client, these are normally hand written and inserted into my file for the client. I would like to be able to write the notes once and not have to duplicate the job.

So that I can save time and effort, not to mention the chance of me erroneously transcribing information about my client.

1. As a SALT

I want to be able to find all my client clinical notes quickly and not worry about the danger of losing client files. I want to be able to spend time with my clients instead of having to sort through hundreds of files looking for a particular one.

So that I can have quick and efficient access to patient records and maximise the output and time of all therapists within the Speech Centre.

**Backlog List**

1. Create a new appointment
2. Edit appointment system
3. Search appointment system
4. Create new client record
5. Edit/Search client records
6. Create client reminder system
7. Create centralised data storage system
8. Create nursing home note system
9. Find solution to duplication of notes
10. Navigation for site
11. Login for site