**Business Requirements Document Template**

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

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| **Project Overview** |
| **This project aims to identify inefficiencies in hospital operations and implement strategies to enhance scheduling systems, improve resource utilization, and bridge communication gaps across departments. The focus is on improving patient satisfaction, staff productivity, and overall service quality through a user-centric, technology-enabled approach.** |

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| **Background and Problem Statement** |
| **Multi-specialty hospitals manage large volumes of patients, staff, and resources daily. However, operational inefficiencies have emerged:**   * **Long wait times for patients due to poor scheduling and overbooking.** * **Inefficient resource allocation, causing delays in care and overburdening of staff.** * **Communication gaps between departments and with patients, leading to missed information, duplication of efforts, and delayed care.**   **These problems impact patient satisfaction, clinical outcomes, and the working conditions for healthcare staff.** |

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| **Project scope** | |
| **In-scope**   * **Redesign and integration of scheduling and record systems.** * **Implementation of real-time notifications and alerts for patients and staff.** * **Optimization of resource allocation and staffing.** * **Improvement in inter-departmental communication workflows.** | **Out-of-scope**   * **Construction or structural changes to hospital facilities.** * **Introduction of new medical equipment.** * **Policy or regulatory reforms outside the hospital’s direct control.** |

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| **Stakeholders** |
| | **Category** | **Stakeholder** | **Role and Concerns** | | --- | --- | --- | | Patients | Sarah Ayvazyan, Lak Ayer | Expect reduced wait times, better communication, and easier scheduling systems. | | Doctors | Dr. Aftab Khan, Dr. Lee | Need better access to resources, improved scheduling, and faster lab coordination. | | Nurses | Santa Murmu, Jessica Gomes | Seek balanced workloads, resource availability, and real-time communication. | | Admin Staff | Maria Carter, Ivan Walker | Require robust scheduling, efficient record management, and billing accuracy. | | IT Team | Rajesh Singh, Laura Simkow | Focus on system integration, uptime, scalability, and security. | |

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| **Business objectives** |
| * **Minimize patient wait times and improve service experience.** * **Ensure optimal resource allocation and balanced staff workloads.** * **Establish seamless inter-departmental communication.** * **Enable real-time and transparent appointment and record management.** * **Strengthen IT infrastructure to support system integration and scalability.** |

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| **Requirements** | |
| **Functional requirements**   * **An integrated Hospital Information System (HIS) for unified data access.** * **Online appointment system with real-time availability and scheduling.** * **SMS/email notification system for appointment confirmations, delays, and updates.** * **Resource management dashboard for staff and room allocations.** * **Automated handoff and referral system between departments.** * **Patient record system with streamlined access and updates.** * **Automate appointment scheduling and reduce double bookings** | **Non-functional requirements**   * **User-friendly interface across all platforms (desktop, mobile).** * **System uptime of 99.9% with backup solutions.** * **Compliance with healthcare data protection standards (e.g., HIPAA).** * **Scalable cloud-based architecture.** * **Data analytics capability for operational decision-making.** |

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| **Assumptions** |
| * **Staff and patients will be open to digital solutions after proper training.** * **Existing infrastructure is capable of supporting upgrades with minimal overhaul.** * **Budget will support IT system integration and required training programs.** |

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| **Constraints** |
| * **Budget limitations may affect the extent of system upgrades.** * **Transition time may temporarily affect hospital operations.** * **Staff resistance to change may slow adoption of new systems.** * **Data migration challenges from legacy systems.** |

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| **Supporting Data** |
| * **Patient feedback indicates scheduling confusion, long waits, and poor communication.** * **Doctors and nurses face resource bottlenecks and inefficient information exchange.** * **Admin staff report outdated systems and scheduling conflicts.** * **IT team highlights unintegrated systems and frequent downtimes.** |

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| **Conclusion** |
| **This project targets a comprehensive transformation in how a multi-specialty hospital functions operationally. By prioritizing integration, automation, and user-friendly systems, the hospital can deliver better patient experiences, streamline staff operations, and optimize resources. Collaboration across departments and commitment to digital innovation are key to ensuring lasting impact.** |