# HealthFirst Care Improvement Initiative

## 1. Project Scope Statement

### Project Objectives:

* Reduce average patient wait times by 20% within 6 months.
* Improve scheduling efficiency through system automation.
* Enhance interdepartmental communication with real-time alerts.
* Optimize resource allocation by developing usage tracking dashboards.

### In-Scope Activities:

* Automation of appointment scheduling, including online and in-clinic interfaces.
* Integration of real-time SMS/email notification systems for patients and staff.
* Implementation of dashboards to monitor equipment and staff resource utilization.
* Data analysis of appointment, feedback, and resource datasets to identify bottlenecks.
* Training staff on new systems and workflows.
* Ensuring HIPAA and healthcare data compliance.

### Out-of-Scope Activities:

* Hospital infrastructure upgrades (e.g., construction, physical expansions).
* Recruitment of new clinical personnel.
* Full electronic health record (EHR) overhaul (only limited integrations will be made).
* Medical equipment procurement outside of the optimization tools.

### Constraints:

* Budget limitations for third-party software and IT upgrades.
* Timeline constraint: Project must be completed within 6 months.
* Regulatory compliance with HIPAA and local health data laws.
* Limited availability of some stakeholders (doctors, nurses) due to duty shifts.

### Assumptions:

* All stakeholders will be available for regular feedback cycles.
* Provided datasets are accurate and complete.
* Hospital leadership will support IT infrastructure upgrades and integration efforts.
* Current IT systems are compatible for incremental upgrades and add-ons.

**Task 2: Work Breakdown Structure (WBS)**

**HealthFirst Care Improvement Initiative**

* **1.0 Requirements Gathering**
* 1.1.1 Conduct stakeholder interviews (Doctors, Nurses, Patients, IT, Admin)
* 1.1.2 Analyze appointment\_data.csv
* 1.1.3 Analyze feedback\_data.csv
* 1.1.4 Analyze resource\_data.csv  
  **📍 Milestone: Completion of BRD**
* **2.0 System Design & Planning**
* 2.1.1 Identify tech stack and HIS compatibility
* 2.1.2 Define system architecture
* 2.1.3 Prepare workflow diagrams for scheduling, resource use  
  **📍 Milestone: Stakeholder sign-off on optimized workflows**
* **3.0 Development & Implementation**
* 3.1.1 Develop automated scheduling system
* 3.1.2 Integrate notification system (SMS/email)
* 3.1.3 Build resource utilization dashboards
* 3.1.4 Ensure data encryption and HIPAA compliance  
  **📍 Milestone: Completion of feature development**
* **4.0 Testing & Validation**
* 4.1.1 Conduct unit and integration tests
* 4.1.2 Run pilot with selected departments
* 4.1.3 Collect stakeholder feedback  
  **📍 Milestone: UAT (User Acceptance Testing) Sign-off**
* **5.0 Deployment & Training**
* 5.1.1 Deploy system hospital-wide
* 5.1.2 Train staff on new tools and processes  
  **📍 Milestone: Go-live of HealthFirst Care System**
* **6.0 Monitoring & Maintenance**
* 6.1.1 Set up performance tracking metrics
* 6.1.2 Weekly check-ins with key stakeholders
* 6.1.3 Issue resolution and patches (as needed)

**Task 3: Scope Management Plan**

* **Scope Change Request Process:**

1. **Initiation:** Any stakeholder may submit a formal Scope Change Request (SCR) via the project portal.
2. **Review:** Project Manager reviews the SCR with the Change Review Committee (CRC).
3. **Impact Analysis:** Technical team and finance team analyze time, cost, and resource impacts.
4. **Approval:** Based on approval criteria, the Project Sponsor or Hospital Leadership signs off.
5. **Implementation:** Approved changes are integrated into the project schedule and RTM.

* **Approval Criteria:**
* Alignment with core project objectives (wait time reduction, efficiency improvement).
* Justification from data or stakeholder needs.
* Feasibility within budget and timeline constraints.
* No adverse compliance or operational risks.

**Stakeholder Roles in Change Management:**

| **Role** | **Scope Change Responsibility** |
| --- | --- |
| **Project Manager** | **Initial review and process coordination** |
| **IT Manager** | **Technical feasibility assessment** |
| **Finance Analyst** | **Budget impact analysis** |
| **Hospital Leadership** | **Final approval of high-impact changes** |

* **Scope Validation and Monitoring:**
* Project scope will be validated against the BRD and RTM.
* Weekly status reviews with key players to monitor scope drift.
* Use of change logs and performance dashboards for scope tracking.
* Final scope verification through user acceptance testing and stakeholder sign-off.