

# Hospital Operations Streamlining Initiative

*Business Analysis Project Charter*



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Prepared For: Hospital Management

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| Project Name | Hospital Operations Streamlining |
| Version      | 1.0 (initial draft)              |
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## Executive Summary

This project initiative is designed to modernize the operational framework of the hospital by addressing critical bottlenecks in patient management and departmental synchronization. By replacing legacy systems with integrated digital solutions, the hospital aims to reduce clinical errors, optimize resource allocation, and enhance the overall patient experience.

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## Problem Identification

| Challenge Category | Observation (Current State)                   | Business impact (Future State)                 |
|--------------------|---|--|
| Patient management | Manual registration and paper-based tracking  | 20% increase in patient wait times             |
| Technology         | Outdated legacy software. No real time data   | Delayed lab results. High error risk.          |
| Communication      | Isolated departments using verbal/paper notes | Inefficient handovers between doctors/pharmacy |

# Stakeholder Identification and Analysis

| Stakeholder                 | Role                | Impact       | Key Requirement/Interest                            |
|-----------------------------|---------------------|--------------|---|
| Chief Medical Officer (CMO) | Project Sponsor     | High         | Improved patient safety and data accuracy.          |
| IT Director                 | Technical Lead      | High         | System security, interoperability, and maintenance. |
| Doctors & Nurses            | Primary End-Users   | High         | Ease of use; faster access to patient records.      |
| Admissions Staff            | Administrative User | Medium       | Faster check-in process; reduced manual entry.      |
| Patients                    | Beneficiaries       | Low (Direct) | Shorter wait times and better care coordination.    |

# Stakeholder Scope

| In-scope (Project Focus)  | Out-of-Scope (Excluded least focus)  |
|---|--|
| <b>Digital Patient Records:</b> Development of a centralized electronic database for patient history. | <b>Medical Equipment:</b> Purchasing or upgrading physical hardware (MRI, X-rays, Ventilators).    |
| <b>Departmental Integration:</b> Connecting Admissions, Doctors, and Pharmacy via a digital portal.   | <b>Facility Renovations:</b> Any physical construction or layout changes to the hospital building. |
| <b>Communication Protocol:</b> Implementation of a secure internal messaging system for staff.        | <b>Staff Recruitment:</b> Hiring new medical or administrative personnel.                          |
| <b>Staff Training:</b> Comprehensive training sessions for all system end-users.                      | <b>Clinical Procedures:</b> Changes to the actual medical/surgical treatment guidelines.           |
| <b>Data Migration:</b> Transferring existing critical patient data into the new system.               | <b>Public Website:</b> Redesigning the hospital's external-facing marketing website.               |

## SMART Objectives

| Objective Category | SMART Goal Statement   | Measuring Criteria   |
|--------------------|--|--|
| Speed of Check-in  | Reduce patient waiting time at the front desk by <b>30%</b> .                | By comparing "before and after" wait times.                                  |
| Going Paperless    | Move all patient files from paper to the new digital system.                 | By checking if 100% of files are in the system by third quarter of the year. |
| Department Talk    | Get pharmacy orders sent and confirmed in <b>under 15 minutes</b> .          | By tracking the time, a doctor sends an order to when the pharmacy sees it.  |
| Staff Training     | Ensure almost all staff ( <b>95%</b> ) feel comfortable using the new tools. | By counting how many staff finish the training sessions.                     |