

# Hospital Operations Streamlining Initiative

*Business Analysis Project Charter*



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Prepared For: Hospital Management

Prepared By: Mr. Omkar Vartak

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Project Name	Hospital Operations Streamlining
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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Technology	Outdated legacy software.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.