

Hospital Case Study Deliverables and Success Criteria

The following are examples of deliverables and success criteria for the hospital scheduling project:

| End Deliverables | Success Criteria |
|---|--|
| New scheduling system and processes launched | Staff is using the new processes and system to schedule procedures |
| Process and system documentation | Manuals on scheduling processes with the new system are printed and available |
| Financial measures report | Hospital financial reports (2 months after launch) show ROA of 12% or more |
| Service statistics report on rescheduling % and average wait time | Report (2 months after launch) shows average wait time < 30 minutes and % of procedures rescheduled decreased by 75% |

| Intermediate Deliverables | Success Criteria |
|---------------------------------------|---|
| System specification approved | Specification presented to stakeholders and approved |
| Business process analysis complete | Analysis completed and documented for all scheduling processes |
| Signed contract for scheduling system | Contract signed by COO and vendor |
| System design/configuration plan | Completed plan outlines the setup and configuration of the scheduling system cross-referenced to requirements |
| Server configured | Server is configured according to plan, software is installed, and scheduling system running |
| Scheduling database loaded | All staff, facilities, and equipment uploaded to scheduling database. Testing shows 100% accuracy |
| Devices setup | User devices are installed and configured and can access the new scheduling system |
| Training complete | All staff have completed training on new processes and system |