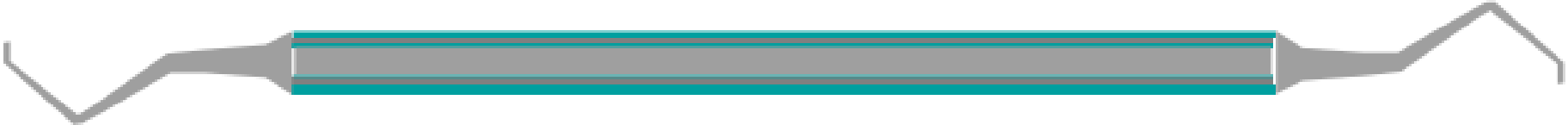


Green Lane Dental Practice

A decorative graphic of a dental instrument, possibly a scaler or explorer, with a grey handle and a teal-colored shaft, positioned horizontally across the middle of the slide.

Group 3 Presentation

Joni Smith

Jenny Jones

Dawn Benning

Beverley Havard

Caroline Parker

Marlene Pérez Colman

Stephen Djeagbo

Organisational Context

Single dental practice.

Currently paper-based. 6 clinical staff (3 dentists and 3 nurses) and 3 administrative staff (2 receptionists and 1 practice manager)

Need to optimise appointment bookings and reminders, stock management and company accounts.

Project Scope

The Patient Management Software will be delivered within 6 months.

This Software will allow the dentists to have access to an electronic patient record including creating referrals for hospitals, patient booking and rebooking, management of stock (pharmacy) and accounting.

This software will support the current volume in the dentist practice and up to a 10% increase.

The record will be accessible to all staff members with a role-base approach.

Stakeholders

- Known Stakeholders:
 - Dental Surgeons/Practice Partners
 - Dental Nurses
 - Receptionists
 - Practice Manager
 - Patients
- Possible Stakeholders:
 - NHS Commissioner/Department of Health
 - Suppliers
 - Specialist Dental Consultant
 - Dental Hospital
 - Financial Information System Supplier
 - Accountant
 - Specialist Denture Consultant

SMART Objectives



Specific

Target a specific area for improvement

Area for improvement =
Dental Records

Appointment Booking

Stock Taking

Billing

Reporting



Measurable

Quantify an indicator for progress/success

See next slides



Achievable

Can be delivered with the resources available

TBC



Relevant

Fit with the organisational/team objectives

Unknown



Timely

Specify when the objective will be delivered.

6 months

Objectives

- To introduce a patient information management system (PIMS) that can be used and maintained by existing staff that keeps details of payments for treatment and keeps track of orders for consumables within the agreed deadline.

- Measure: Active use of PIMS



- To be able to store details of patients, their attendances, treatments, payments and supplier details electronically.
- Measure: No of patients, treatments and payments recorded



Objectives

- To be able to generate reminders for patient appointments and reminders when they are due.

- Measure: No of automated appointments created.



- To book/cancel appointments for patients and be able to produce appointment schedules for each surgery ready for printing each morning, including non-availability of dentists eg due to leave.

- Measure: No of appointment schedules created and populated



Objectives

- To record the treatment provided to patients and calculate the costs and capture the patient's signature confirming treatment given.

- Measure: Treatment records and costs captured



- To record payments for treatment after it's been received.

- Measure: Availability of electronic record of payments received.



Objectives

- To record stock supplied and used, including supplier information and product codes and to be alerted when more stock needs ordering.

- Measure: Quantity of stock available over time



- To automate the calculation of treatment costs and produce invoices

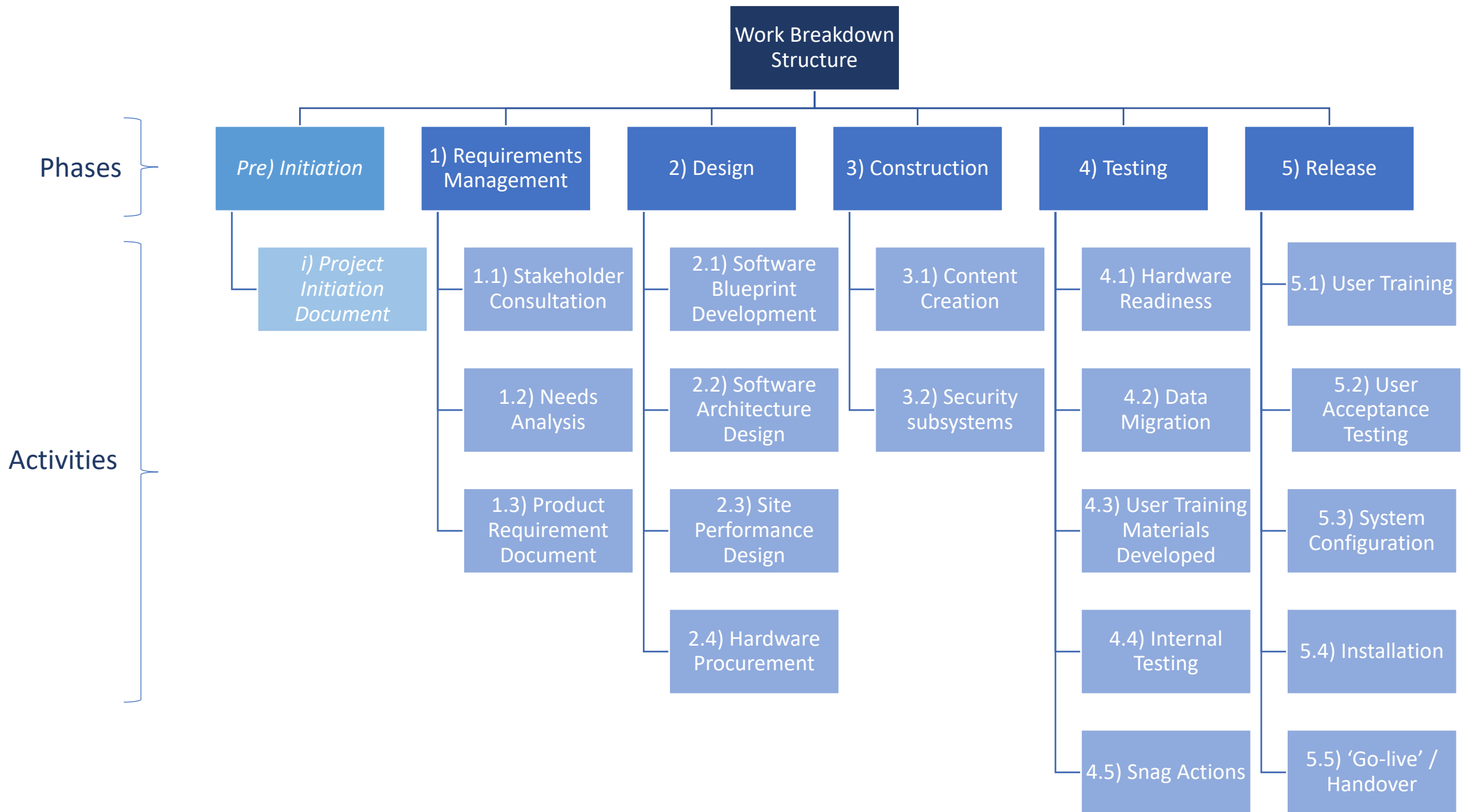
- Measure: Quarterly reports of treatment costs



Objectives

- To generate reports on an ad-hoc basis to support business planning.
- Measure: Availability of business plans containing workload data
- To identify outstanding payments
- Measure: Reduction by X % in outstanding payments over time.
- To identify patients due for 6 month check-ups and send reminders.
- Measure: Average time interval between check ups.

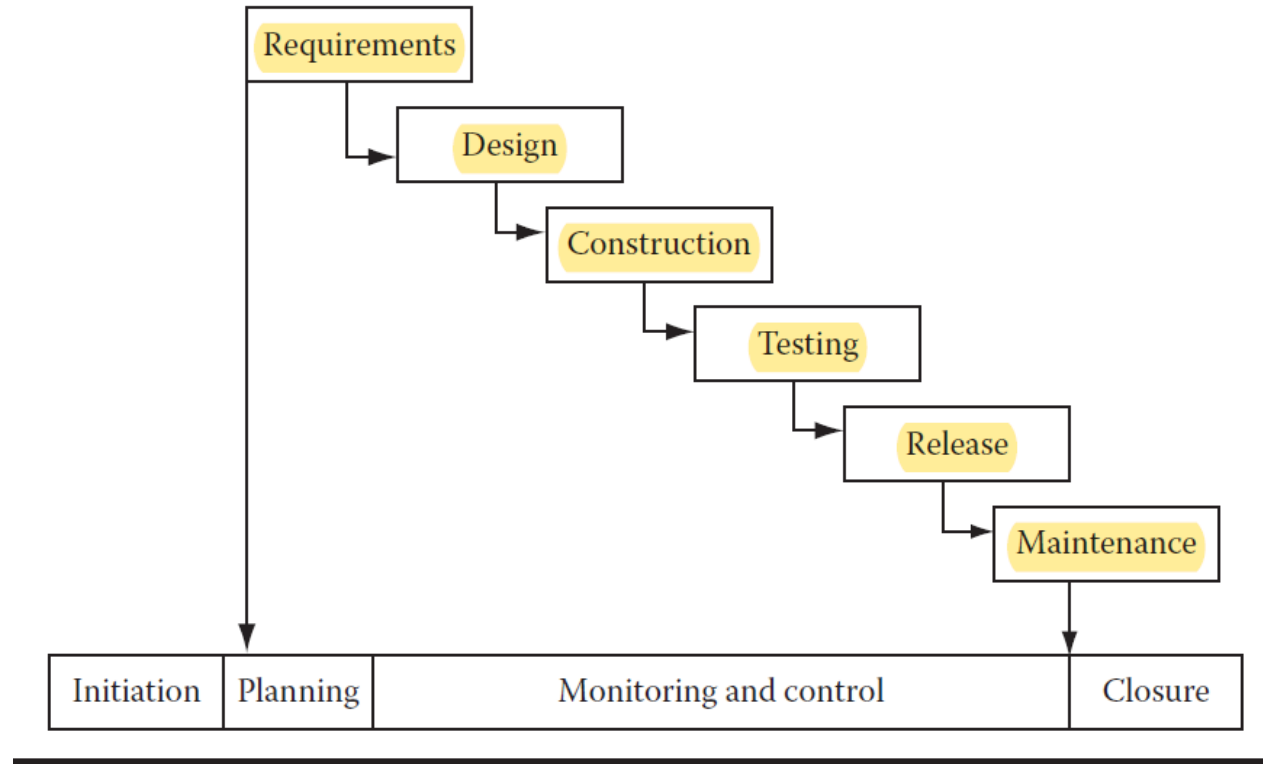




IS Development Team

- Project Chair (Partner)
- Project Manager
- Digital Lead
- Dental Surgeon
- Dental Nurse
- Receptionist
- Practice Manager
- Patient Representative

Phases – Waterfall Model



Project management in waterfall model environment.

Why Waterfall?

- Improved budget control
- Development divided into distinct phases that run sequentially
- Project has definite requirements and changes are not expected

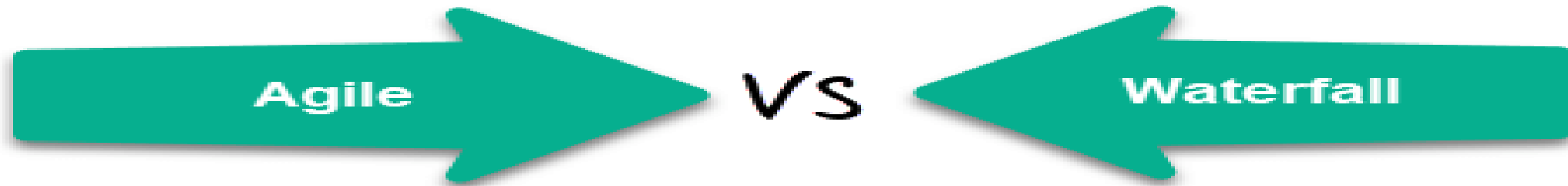
Agile VS Waterfall

Difference between Agile and Waterfall Methodologies

Below is a difference between Agile and Waterfall methodologies:	
Agile	Waterfall
It separates the project development lifecycle into sprints.	Software development process is divided into distinct phases.
It follows an incremental approach	Waterfall methodology is a sequential design process.
Agile methodology is known for its flexibility.	Waterfall is a structured software development methodology so most times it can be quite rigid.
Agile can be considered as a collection of many different projects.	Software development will be completed as one single project.
Agile is quite a flexible method which allows changes to be made in the project development requirements even if the initial planning has been completed.	There is no scope of changing the requirements once the project development starts.



Agile methodology works exceptionally well with Time & Materials or non-fixed funding. It may increase stress in fixed-price scenarios.	Reduces risk in the firm fixed price contracts by getting risk agreement at the beginning of the process.
Prefers small but dedicated teams with a high degree of coordination and synchronization.	Team coordination/synchronization is very limited.
Products owner with team prepares requirements just about every day during a project.	Business analysis prepares requirements before the beginning of the project.
Test team can take part in the requirements change without problems.	It is difficult for the test to initiate any change in requirements.
Description of project details can be altered anytime during the SDLC process.	Detail description needs to implement waterfall software development approach.
The Agile Team members are interchangeable, as a result, they work faster. There is also no need for project managers because the projects are managed by the entire team	In the waterfall method, the process is always straightforward so, project manager plays an essential role during every stage of SDLC.



Agile methodology, follow an iterative development approach because of this planning, development, prototyping and other software development phases may appear more than once.	All the project development phases like designing, development, testing, etc. are completed once in the Waterfall model.
Test plan is reviewed after each sprint	The test plan is rarely discussed during the test phase.
Agile development is a process in which the requirements are expected to change and evolve.	The method is ideal for projects which have definite requirements and changes not at all expected.
In Agile methodology, testing is performed concurrently with software development.	In this methodology, the “Testing” phase comes after the “Build” phase
Agile introduces a product mindset where the software product satisfies needs of its end customers and changes itself as per the customer’s demands.	This model shows a project mindset and places its focus completely on accomplishing the project.

DTL Table - Pilot

Task ID	Task Description	Responsible Parties	Predecessors
EPR	Electronic Patient Record Requirements Gathering	BA	
EPR 1	Business Analysis (BA)	BA	EPR
EPR 2	Scoping - Mapping	PM	EPR 1
EPR 3	Modelling	Developers	EPR 2
EPR 4	Development	Developers	EPR 3, SOFT 2
EPR 5	UAT	Testers	EPR 4, SOFT 2
SOFT 1	Definition of Storage of information & structured data	Developer	
SOFT 2	Web base design	Developer	EPR 3, SOFT 1
SOFT 3	Customise	Developer	SOFT 2, EPR 5
SOFT 4	Testing	Developer	SOFT 3

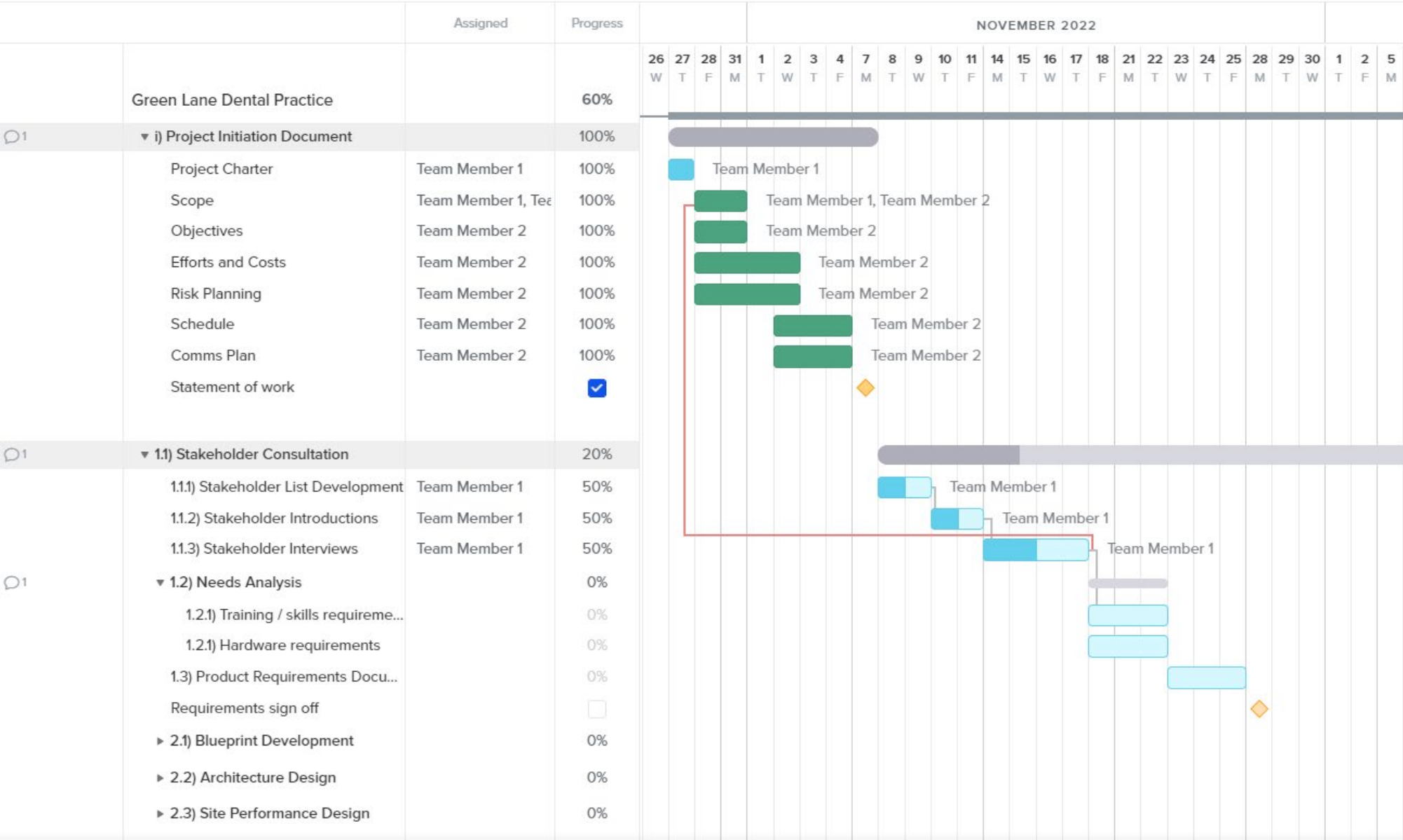
DTL Table - Pilot

Task ID	Task Description	Responsible Parties	Predecessors
REF	Referrals Requirements Gathering	BA	
REF 1	Business Analysis (BA) – Process of Referral	BA	REF
REF 2	Scoping - Mapping	PM	REF 1
REF 3	Modelling	Developers	REF 2
REF 4	Development	Developers	REF 3, SOFT 2
REF 5	UAT	Testers	REF 4, SOFT 2
HARD	Hardware needed	PM	
HARD 1	Analysis of installation	BA	
HARD 2	Hardware procurement	PM	HARD , HARD 1
HARD 3	Hardware installation	Maintenance	HARD 2
HARD 4	Training users	Deployment Team	HARD 3

DTL Table - Pilot

Task ID	Task Description	Responsible Parties	Predecessors
TRAI	Evaluation of user IT knowledge	PM/BA	
TRAI 1	Training video production	Training group	TRAI
TRAI 2	Training delivery	Delivery/trainers	TRAI 1
TRAI 3	Assessment of correct training achieved	PM	TRAI 2
TRAI 4	UAT	Delivery	TRAI 3, EPR 4, INST 2
INST	Availability of Hardware	PM	HARD 2
INST 1	Deployment of Software	Developers	INST, EPR 4
INST 2	Testing of correct installation	Developers	INST 1
INST 3	Validation	Quality Assurance	INST 2

Gantt Chart



Milestones and deliverables

- Statement of work
- Interview complete
- Requirement sign off
- Procure solution
- Hardware installation
- Software installation
- Configuration
- Test and go live

List of Milestones and Deliverables

- ❑ Patient information management system (PIMS)
 - Automated appointments
 - Appointment schedules
 - Records of patients, treatment and payments made
 - Records of cost of treatment
 - Records of Payments received
 - Quantity of stock available over time
 - Availability of business plans

Quality Control Mechanism and Activities

- Project Initiation Document
- Measures identified in SMART objectives
- Milestones
- Risk register
- Constraints
- RAID log – Risks, Actions, Issues and Decisions
- Project Board Meetings
- Project Manager