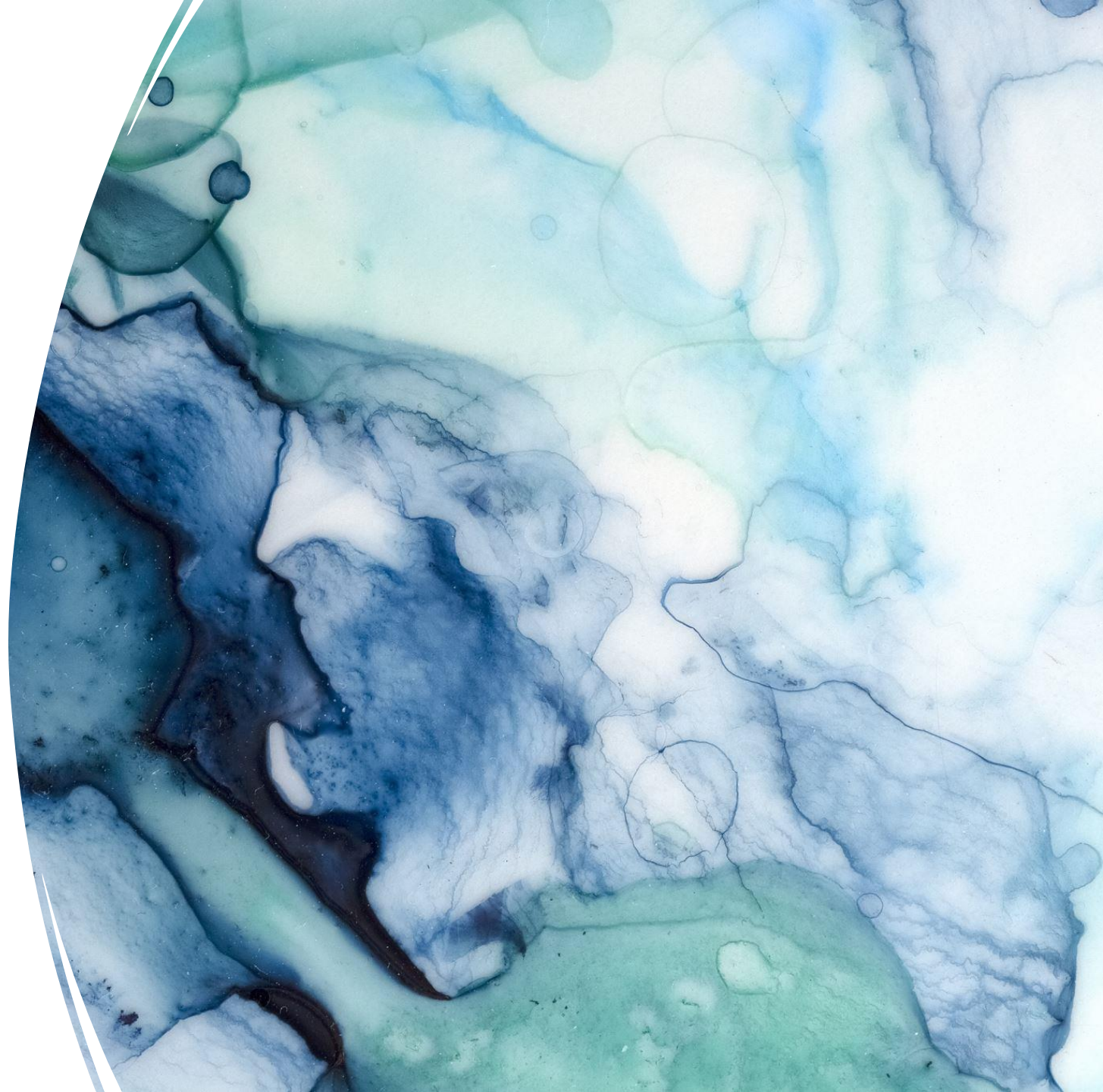


GREEN LANE DENTAL PRACTICE

Project Management in Health & Social
Care: Principles and Practice



Context of Organisation

Green Lane Dental Practice

Issues

Internal

- Patient files
- Appointment diary
- Reminder appointments
- Logging patient treatments
- Financial tracking
- Monitoring stock levels
- Ordering supplies / stock
- Depositing cash & cheques

External

- Bank hours
- Resource suppliers
- Denture repairs & manufacture
- Orthodontist referrals
- New products

Interested Parties

Customers

- NHS patients
- Private patients

Suppliers

- Specialist Denture Consultant
- Dental stock suppliers
- Dental Hospital
- Dental Surgeons
- Dental Nurses
- Receptionist
- Practice Manager

Regulatory

- Practice Partners
- Banking
- DoH – NHS
- HMRC

1.2 PROJECT SCOPE

To compile a Patient Management System to incorporate patient personal files, diary bookings, treatments, costings with a stock balance and ordering functionality with potential to expand to incorporate a new or be compatible with the financial software already in use.

1.3 OBJECTIVES FOR THE PATIENT MANAGEMENT SYSTEM

- Electronic Patient Record
 - Personal details
 - Treatments received
 - Costs of treatments
 - Summary of payments
- The Calendar
 - Diary booking
 - Staff holidays
 - Staff unavailability
 - Automated invites for treatments
- Stock maintenance
 - Monitoring stock levels
 - Track orders of consumables
 - Ordering replacement stock when levels reach a defined level.
 - Database of supplier names, addresses
- Implementation of PMS
 - Cost effective
 - Hardware to host & support PMS
 - User friendly

1.4 STAKEHOLDERS & OBJECTIVES

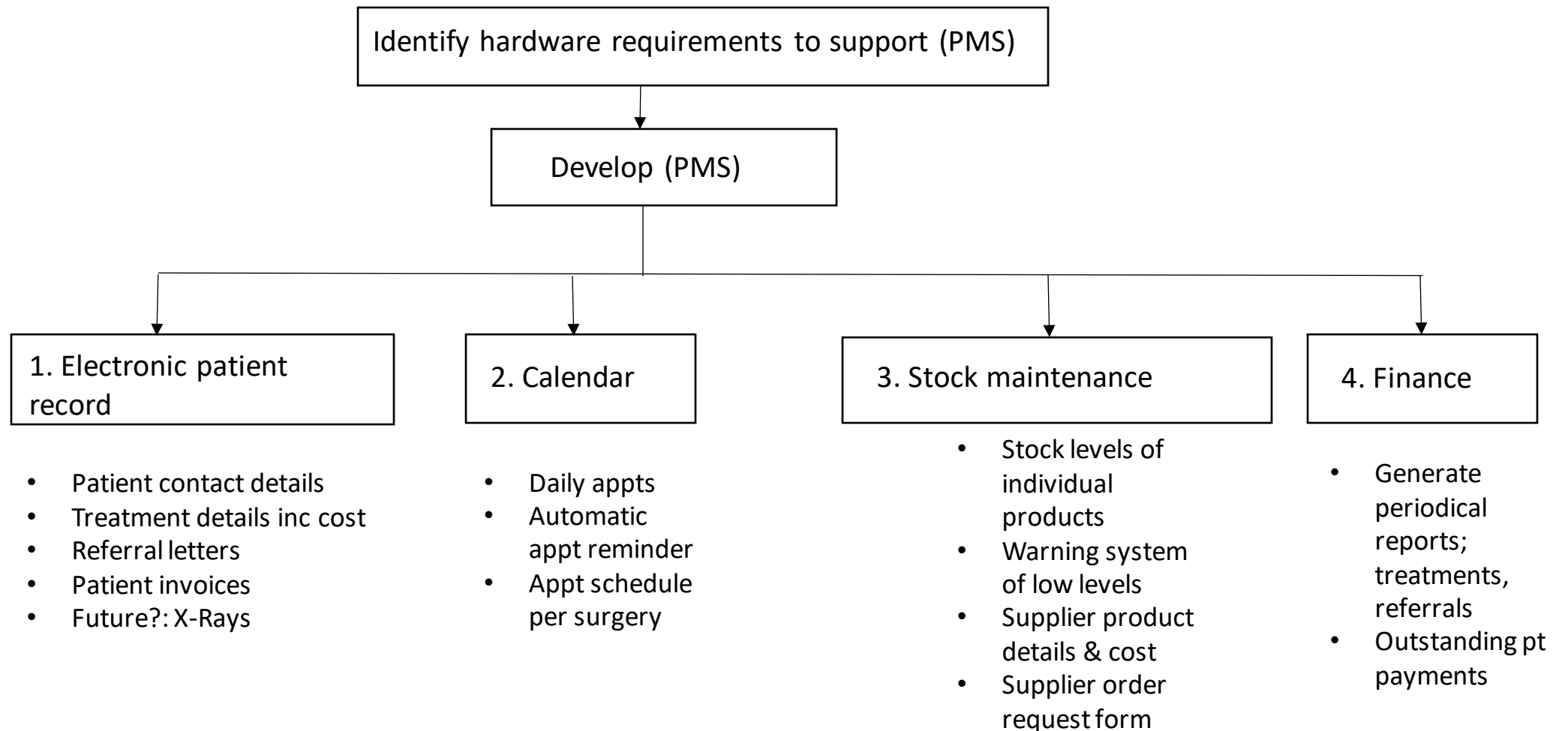
Stakeholders

- Practice partners
- Patients – NHS & Private
- Specialist Denture consultant
- Department of Health
- Dental Hospital
- Suppliers
- Staff – Dental Nurses, Practice Manager, Receptionist

Objectives

- Cost effective & secure system
- Electronic patient record
- Orders raised
- Monthly report of NHS treatment carried out
- Diary & patients referred
- Orders
- Hardware to support PMS
User friendly & PMS
- No new staff; able to be used by existing team

1.6 PHASES ACTIVITIES & TASKS



DETAILED TASK LIST

- Requirement gathering
- Project preparation
- Installation
- Customisation
- Training
- Reviewing
- Sustaining / supporting

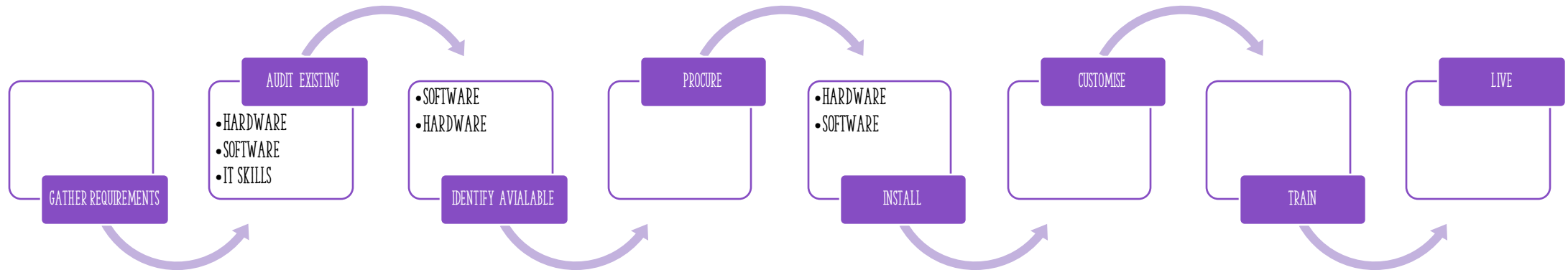
DETAILED TASK LIST

1 Individual, intensive/concentrated	
1 Requirement gathering	
11 Feedback scope to users	
1.11 Clarify cost envelope	
1.12 Clarify practice priorities	
1.13 MoSCoW	
Milestone	
2 Project Preparation	
2.1 Audit existing hardware	
2.11 quantity/availability of hardware	2.1
2.12 suitability/specification of hardware	2.1
2.13 quotes for hardware	1.11
2.14 procure hardware	1.11, 2.13
2.15 raise purchase order	2.14
2.2 Audit current IT skills/confidence	
2.21 basic IT training	2.2
2.23 audit existing software packages available in house	
2.4 IT security/back up	
2.5 identify available software packages	2.3
2.51 arrange demonstrations	2.5
2.52 select preferred package(s)	2.51
2.53 raise purchase order(s)	2.52
Milestone	
3 Installation	
3.1 install hardware	2.14
3.2 install software package	2.52
3.3 test functionality	3.2
3.31 run controlled pilot tests	3.2
3.32 user testing	3.2
Milestone	
4 Customisation	
4.1 Coherence of different systems within practice	
4.2 Integration with other (external) software	
4.3 Inform patients regarding electronic records	2.52
4.31 patient record transfer/input	4.3
4.4 input stock lists	2.52
4.5 input stock order codes	2.52
Milestone	
5 Training	
5.1 training - receptionists	3.3
5.2 training - dental nurses	3.3
5.3 training - dental surgeons	3.3
5.4 training - practice manager	3.3

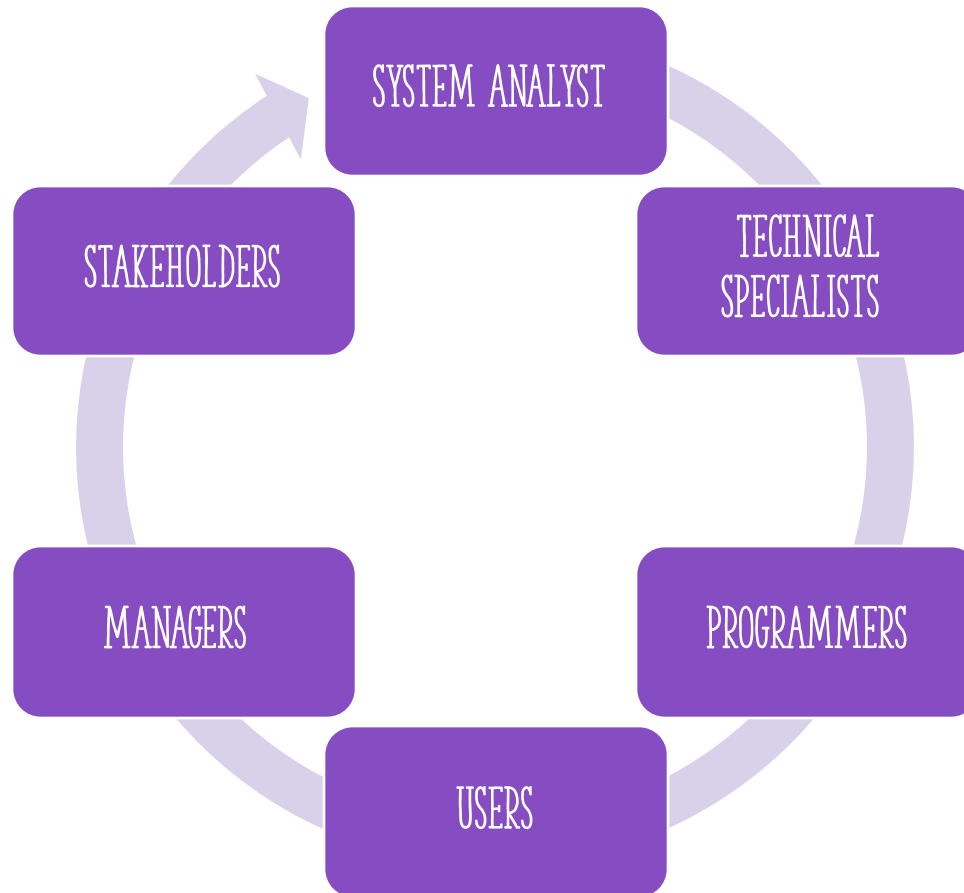
DETAILED TASK LIST AND DEPENDENCIES

0 Individual interviews/expectations						
1 Requirement gathering					3 Installation	
1.1	Feedback scope to users				3.1	install hardware 2.14
1.11	Clarify cost envelope				3.2	install software package 2.52
1.12	Clarify practice priorities				3.3	test functionality 3.2
1.13	MoSCoW				3.31	run controlled pilot tests 3.2
	Milestone				3.32	user testing 3.2
2 Project Preparation						Milestone
2.1	audit existing hardware				4 Customisation	
2.11	quantity/availability of hardware	2.1			4.1	Coherence of different systems within practice
2.12	suitability/specification of hardware	2.1			4.2	Integration with other (external) software
2.13	quotes for hardware	1.11			4.3	inform patients regarding electronic records 2.52
2.14	procure hardware	1.11, 2.13			4.31	patient record transfer/input 4.3
2.15	raise purchase order	2.14			4.4	input stock lists 2.52
2.2	audit current IT skills/confidence				4.5	input stock order codes 2.52
2.21	basic IT training	2.2				Milestone
2.3	audit existing software packages available in house				5 Training	
2.4	IT security/back up				5.1	training - receptionists 3.3
2.5	identify available software packages	2.3			5.2	training - dental nurses 3.3
2.51	arrange demonstrations	2.5			5.3	training - dental surgeons 3.3
2.52	select preferred package(s)	2.51			5.4	training - practice manager 3.3
2.53	raise purchase order(s)	2.52				
	Milestone					

1.7 TASK DEPENDENCY NETWORK



1.8 IS DEVELOPMENT TEAM



1.9 WATERFALL Vs AGILE

Waterfall and Agile are two development methodologies, the major difference is that the waterfall approach values designing, while the agile approach values adaptability and involvement:

- Customer collaboration over contract negotiation - high level customer interaction, continual feedback
- Individuals and interaction over process and tools - achieving benefits through continuous collaboration between team members
- Responding to change over following a structured plan - flexible, can be continuously improved through its life cycle
- Working software over comprehensive documentation - constant adjustments to develop and deliver



2.1 TIMEFRAME

Present estimated efforts for project phases, activities, and tasks using the DTL table, providing well-considered estimates of timing in your project.

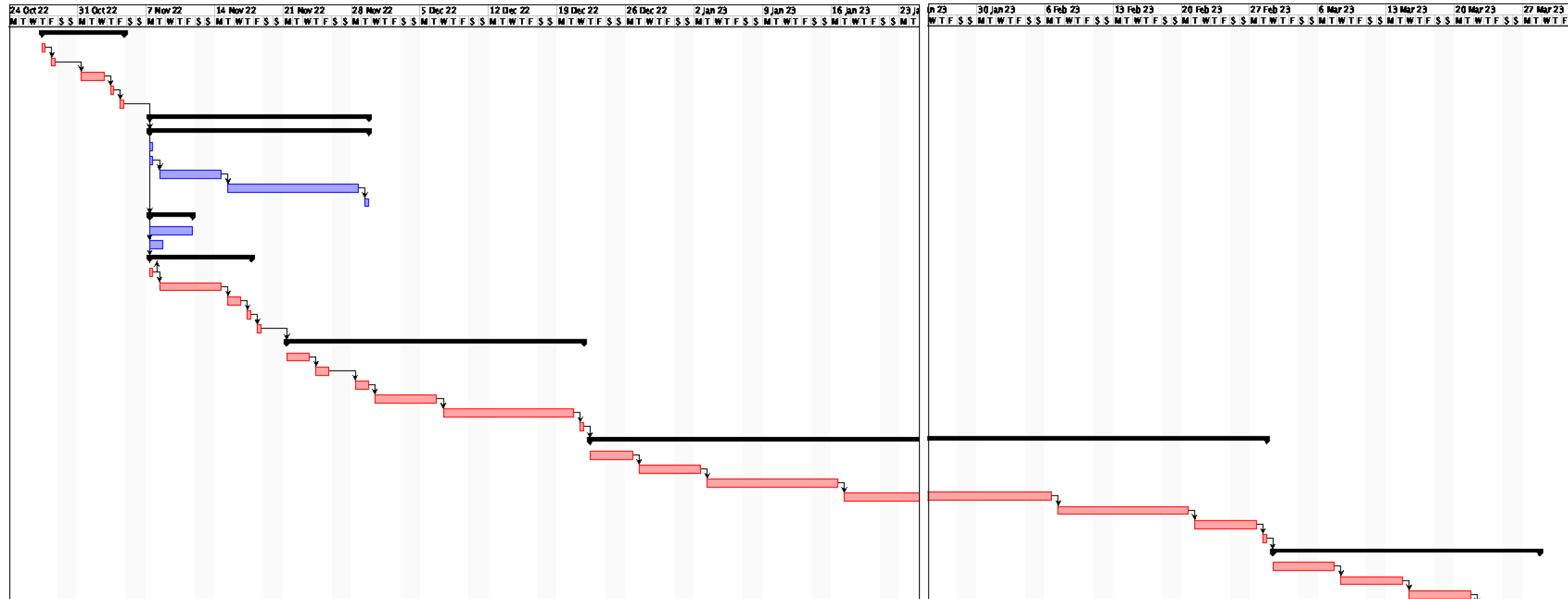
	①	Name	Duration
1		Requirement gathering	7 days
2		Feedback scope to users	1 day
3		Clarify cost envelope	1 day
4		Clarify practice priorities	3 days
5		MoSCoW	1 day
6		Milestone	1 day
7		Project Preparation	17 days
8		audit existing hardware	17 days
9		quantity/availability of hardware	1 day
10		suitability/specification of hardware	1 day
11		quotes for hardware	5 days
12		procure hardware	10 days
13		raise purchase order	1 day
14		audit current IT skills/confidence	5 days
15		basic IT training	5 days
16		IT security/back up	2 days
17		identify available software packages	9 days
18		audit existing software packages avail...	1 day
19		arrange demonstrations	5 days
20		select preferred package(s)	2 days
21		raise purchase order(s)	1 day
22		Milestone	1 day

23		Installation	23 days
24		install hardware	3 days
25		install software package	2 days
26		test functionality	2 days
27		run controlled pilot tests	5 days
28		user testing	10 days
29		Milestone	1 day
30		Customisation	49 days
31		Coherence of different systems within p...	3 days
32		Integration with other (external) software	5 days
33		inform patients regarding electronic rec...	10 days
34		patient record transfer/input	15 days
35		input stock lists	10 days
36		input stock order codes	5 days
37		Milestone	1 day
38		Training	20 days
39		training – receptionists	5 days
40		training – dental nurses	5 days
41		training – dental surgeons	5 days
42		training – practice manager	5 days

Overall Project Duration
6 months (Oct–Mar)

Requirements: 2 weeks
Project Prep: 3 weeks
Installation: 5 weeks
Customisation: 10 weeks
Training: 4 weeks

3.1 MILESTONES & DELIVERABLES



3.2 QUALITY CONTROL MECHANISMS & ACTIVITIES

Quality control mechanisms & activities are in place to ensure a service/project adheres to a set of quality criteria or meets the requirements of all parties, stakeholders and customers. Quality control activities are carried out to monitor and measure quality performance and recommend any changes required.

