New century health clinic case study.

[Business](#)

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Each worker has his own duties. Fred Brown does the office payroll, tax reporting and profit distribution among the associates. Susan Gifford updates the patient records. Tom Captivate complies most of the paperwork concerning insurance reporting and accounting. Lisa Sung prepares daily appointment listings and makes reminder calls to patients.

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On contrary, all the staff workers have to help out with the patient records, Insurance recessing and appointment processing whenever they are needed. However besides their basic duties, they also have to do preparations of the patient statements at the end of every month. Nonetheless, as the clinic grows gradually, more patients are being enrolled each year. Thus, the workload increases inevitably. So as to resolve this problem, Dry Jones proposed to setup a computerized system to keep track of the records, so that paperwork can be reduced.

Records mainly consist of patient records, appointments, charges and insurance claim processing. On the other hand, none of the staff has any computer knowledge. Hence, he decided to hire an IT consultant to revise the current office system and improvise a new course of solutions. 2. Project Feasibility (want Kolas AT Stetsons would you ask to assess ten Minimal Tastelessly AT tons project? Based on the information above, does the

project seem feasible?) Questions leading to feasibility of this project: 1)
Operational Feasibility: a. Who is behind the request for this project? B.

Does he/she have full discretionary authority to this project? C. Does the
management team overall agree to this project? D. Who will be using the
solution? E. Do the users overall support this project? F. How many
employees are directly under this supervision? G. Who assigns the work
order, and coordinates the activities of his/her subordinates? Who are his/her
subordinates? H.

How is work inspected, checked or verified? I. L's any of the employees
computer illiterate? If so, how many are there? J. L's there a necessary need
for a change in the current system? K. Does the management support staff
for further skills training?

I. Does the current system facilitate work efficiently/ effectively? M. How
coherent is the current system being compared with the productivity of the
employees? N.

Will the new system result in a workforce reduction? If so, what will happen
to the affected employee? 2) Technical Feasibility: a. What problem(s) will
this solution address? B. Does the company have the necessary hardware,
software and network resources? ten technology exist to people all elements
AT ten system? D. What technologies (in terms of software & hardware) are
required to accomplish system function and performance? E.

What new materials, methods, algorithms, or processes are required, and
what is their development risk? F.

Are function and performance assured? G. Can the configuration be adequately maintained? H. Do technical resources exist? If not, can any be acquired? . Does the company have the sufficient technical expertise? L. What is the risk associated with the implementation of this project? K. How will these technology undertakings affect cost? 3) Economic Feasibility: a.

L's there another source for the solution? If yes, is it reliable? B. What resources are or can be made available to foresee this project? . What is the company's budget for this project? D. L's there any substantial price mechanism that the company is independent on? E. L's this solution acting on a cost saving measure? F. Does the company have sufficient funding to due payments for maintenance of the outwork hardware and software, IT expertise, facility costs, licenses, and other related costs? G.

Are there special performance issues or constraints that will affect the way the solution is approached? H. Can the configuration be built within pre-established cost and schedule bounds? I.

What is the risk associated with cost and schedule estimates? J. Does the configuration represent the most profitable solution? K. Are tenure any Intangible or tangled Detentes result Trot ten project when It Is Dealing implemented? L.

What will be the economic benefit of a successful solution? Conclusion: The project is feasible – given that the questionnaires asked and information received from various departmental personals are unanimously well sufficient and adequate. Essentially, the scope of function and performance is allocated to the technical aspects of the proposed system.

Nonetheless, feasibility and risk analysis are related in many ways. Example – no member of the staff had computer experience. So the company maybe obligated to employ an IT personal to maintain the new system, and also guide his colleagues to use the system. On the other hand, the company also has to consider sending its staff to further their IT skills.

Hence, this will incur extra cost for the sake of human resource. However, if the board of directors agreed that they should source for collaboration with a third party software house for help, this determines permanent IT staff may not be needed.

Although this arrangement would seem favorable, however it could only be a short-term solution. As technology advances, it would be best for the company to have its own IT expertise to handle or upgrade its system in near future. From the initial study circumspect, a computerized database ring network would be the most suitable system. The new system should consolidate all the data of its tenant records into one database, so that individual employee can have certain level of access to related data.

Moreover when the new system is up and running, all the data can be interlinked and shared in different workstations under one database.

Thus, solving the growing workload, and increase work efficiency and effectiveness. 3. Preliminary Investigation (New Century Health Clinic management decided to contract for your services to perform a preliminary investigation. What will be your plan of action?) Actions undertaken consist: 1)Recollection of initial study overview (contents in Peg 2))Conduct interviews with the staff (sins & contents in Project feasibility) 3)6 steps of

Preliminary Investigation: 1)Understand the Problem or Opportunity Key pollsters: The clinic has a database of 3, 500 patient records from 275 companies.

It accepts 34 different insurance policies. There is no computerized system in the company. All work is done manually, mostly paperwork. Wastage of time and effort sorting the paperwork. Thus overwhelming of paperwork as the company grew. The clinic wants a more organized and comprehensive office system No member of the staff had computer experience.

2)Define the Project scope and constraints Key pointers: Save cost and resources. Keep track of patients, appointments, charges, and insurance claim processing. Reduce paperwork.)Perform Fact-Finding Action pointers: Analyze Organization Charts Conduct Interviews Review Current documentation Observe operations Carry out a user survey 4)Determine Feasibility Determine operational, technical Ana economic Tessellated 5)Estimate Time and Cost to continue Development Time Management Budgeting 6)Present results and recommendations to Management Proposal report contents: Introduction System Request summary Findings Recommendations Time and Cost estimates Expected benefits Appendix . Fact-Finding Report (You begin the preliminary investigation.

What information is needed? From whom will you obtain it? What techniques will you use in your fact-finding?) Techniques pointers: (What techniques will you use in your fact-finding?) Conduct Interviews (sins & contents in Project feasibility) New century company's Portola (" Review current documentation) The clinic is located near a new shopping mall in a busy section of the city.

Its staff includes four doctors, three registered nurses, four physical therapists, and six office staff workers. It has a base of 3, 500 patients from 275 different employers.

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However, none of the staff has any computer knowledge. *Analyze Organization Charts (What information is needed?) New Century Organization Chart Organization LevelResponsibilityDecision Misinformation System Requirements Top Management: Timothy Jones & Dolores Garcia (Company Directors)Develop long- range goals, plans & strategies.

Unstructured*Executive information systems *MIS summaries *Decision support systems *Office systems Middle Management: Anita Davenport (Attlee manager)Develop snort- range goals, plans, & tactics & supervise operational personnel.

Semi – Structured*Ml summaries *Decision support systems *Office systems *Operational systems details Operational Personnel: Fred Brown, Susan Gifford, Tom Captivate, Lisa Sung & Carla Hermaphrodite routine office punctiliousness's*operational systems details *Expert systems *Office systems Observe operations (From whom will you obtain it?) New Century Current Office System Chart UsersDepartmentDuties Timothy Jones & Dolores Garcia Management, Cardiologycardiologists; board directors. Anita Davenport Middle Management, planning, supervisor's manager – supervises 5 staff workers.

Fred Presentational Personnel, payroll, taxation, profit & loss, consubstantiation – handles office payroll, tax reporting and profit distribution among the associates. Susan Experimentation's Personnel, data entry Data entry clerk; updates the patient records. Tom Experimentation's Personnel, accounts, insurance classicism person; does insurance reporting & accounting. Lisa Generational Personnel, secretary, receptionist Secretary – prepares daily appointment listings and makes calls to patients.