Crozer Hospital Pharmacy Technician Schedules

Sean Baron

Statement of Purpose:

Crozer Keystone is a health system established in 1990. Today, the health system comprises five hospitals: Crozer-Chester Medical Center and Delaware County Memorial Hospital, as well as Taylor Hospital in Ridley Park, Springfield Hospital in Springfield, and Community Hospital in Chester. In addition, the health system operates several outpatient centers, the HealthplexSports Club, and a comprehensive physician network of primary-care and specialty practices. Not to mention, there is a full access of everything like wellness, prevention, acute care, rehabilitation and restorative care to the community.

Crozer Keystone has identified and issue with the scheduling of technicians within the pharmacy department. They are trying to resolve the common theme of employees calling out from their shifts. The employees, as well as managers, are looking for a solution that will allow both parties to operate more efficiently allowing for the hospitals to function better.

I will conduct three interviews with members of these establishments in order to better learn the problem at hand. I will be requesting an any already set in place rules for the pharmacy. After I gather all of my information I will design and deliver a prototype showcasing a solution that will help benefit Crozer Keystone as a whole.

Objectives:

- Build a functional prototype that supports the business requirements by January 1, 2019.
- Show results of a 15% decrease in technicians calling out of work.
- Achieve a 60% increase in pharmacy production within the first year of my solution being put to use.

Risks:

Project Risk	Probability	Risk Response	Impact
Requirements change during project process	Low	Mitigate-by consulting with SMEs and Stakeholders at a frequent basis	High
The prototype is not ready by January 1, 2019 for testing	Medium	Mitigate – by frequently meeting deadlines.	High

Business Risk	Probability	Risk Response	Impact
The hospital pharmacy shuts down	Low	Mitigate – by consulting with Stakeholders. Keeping a constant communication while going through the process	High

Assumptions:

- The prototype must be easy to use.
- Crozer Keystones requirements for the prototype will not change

Constraints:

- The prototype must be completed by January 1, 2019
- The prototype must be compatible with the already existing hospital technology service Siemens.

Use Case: Requesting Time off

Project Name: Crozer Keystone Pharmacy Schedule

Project ID:

Executive Sponsor:

Project Manager:

Business Analyst: Sean Baron

1 Requesting Time off

1.1 Requesting Time off

Use Case ID:	1.21		
Use Case Name:	Requesting Time off		
Created By:	Sean Baron	**Last Updated By:**	Sean Baron
Date Created:	12/10/18	**Last Revision Date:**	12/13/18
Actors:	Manager (Primary) Employee (Primary) Admin (Primary)		
Description:	Crozer Keystone Pharmacy technician/employee needs to request time off before the next schedule is created.		
Trigger:	The employee logs into the website and proceeds to the request time off page.		
Preconditions:	1. The employee must be signed in 2. The employee must request time off a week in advance		
Postconditions:	1. Employee is granted access		
Normal Flow:	1. Employee enters username 2. Employee enters password 3. Employee goes to the request time off page 4. Employee fills out information 5. Manager accepts information 6. End of Use Case		
Variations: **[Alternative Flow 1 – Not in Network]**			
Exceptions:	5a. Employee's requested time off is not accepted by manager.		

Building

BuildingID
City
State
ZipCode

Employee

EmployeeID
LocationID
FistName
LastName
HomeAddress
HomeCity
HomeState
HomeZipCode

Managers

ManagerID
FirstName
LastName
HomeAddress
HomeCity
HomeState
HomeZipCode

Location

LocationID
BuildingCode
PharmacyNumber

Pharmacy

PharmacyID
City
State
ZipCOde