Physician Engagement Project Charter

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| **Project Title:** |  |
| **Project Owner:**  Name, Position, email |  |
| **Do you have involvement of your Department Head / Lead? (Yes or No)** |  |
| **If so, who?**  Name, Position, Email |  |
| **Do you have involvement of a FH Administrator / Manager / Director?**  **(Yes or No)** |  |
| **If so, who?**  Name, Position, Email |  |
| **Timeline:**  Start and estimated end date |  |
| **Version Number:** |  |
| **Date:** |  |

**Section 1 – What are we trying to accomplish?**

## Aim

**General Description (briefly defines WHAT broadly)**

* ***What*** *will be done, to* ***Whom****,* ***Where*** *(at Which Location), by* ***When*** *and by* ***How Much***
* *Provides an initial orientation toward the activities of the improvement initiatives (i.e., design of a new process, improving an existing product or service, etc.) and Describes the subsystems(s) in the organization where the improvement will take place*

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| **Example:** We will reduce surgical wait times to a maximum of 10 days, for gynaecological cancer patients at ARHCC by June. |
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## Overview

**Background, Reason for the Effort (defines WHY)**

* *Why is the effort important?*
* *How will this initiative benefit ARHCC, FHA, physicians or patients?*
* *What is the potential downside of this initiative?*

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| **Example:** Cancer is the leading cause of death in women under the age of 40. By decreasing surgical wait times we will improve primary cure rates and decrease surgical complications. |
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## Outcomes

**Expected Outcomes (defines WHAT specifically, but still not HOW)**

* *Anticipated outcomes (products, tools, and deliverables) or success criteria*
* *Specific objectives and Numerical Goals to be accomplished (****SMART:******S****pecific,* ***M****easurable,* ***A****chievable,* ***R****elevant,* ***T****imely)*
* *Time frame: expected dates for key milestones and completion date*

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| **Example:**   1. We anticipate surgical wait times will be reduced by 25% within 3 months of project initiation and reach a maximum of 10 days by the following June. |
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## Business Case

**Expected Business Outcomes (defines WHAT specifically, but still not HOW)**

* *Specific Business Objectives and numerical Business goals to be attained (****SMART:******S****pecific,* ***M****easurable,* ***A****chievable,* ***R****elevant,* ***T****imely)*
* *Business impact (financial, throughout, cost, productivity)*
* *Time frame: expected dates for key milestones and completion date*

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| **Example:**   1. A decreased LOS of 1 day for 200 patients per year will save approximately $200,000 yearly |
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## Alignment

**How does this project create engagement, benefit patients, ARHCC, FHA or physicians and align with the Strategic Priorities of the Physician Engagement Society?**

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| **Priority:** | How does this project align? |
| 1. Patient Care |  |
| 1. Unified Voice |  |
| 1. Alignment with Administration |  |
| 1. Physician Health and Wellbeing |  |

**Section 2 – How do we know that we are being effective?**

## Measurements

**Feedback, Measures or Indicators:**

* *Define the measures that will be used to monitor the impact of this project:*
  + *Consider both outcome and process measures*
  + *Are balancing measures needed to guard against sub-optimization (unintended consequences)?*
* *Connect measures to the goals and outcomes of the charter*
* *Measures monitor and guide progress of work on the charter*
* *Consider both qualitative as well as quantitative measures*

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| **Type of measures**  Are you using outcome, process or balance measures? | **Measure**  What is the specific measure you will use? | **Area**  What specific goal or outcome is the measure tied to? | **Frequency of tracking**  How frequently will you will be tracking the measure? | **Person responsible**    Who will be tracking the measure? |
| **Example:** outcome | Actual LOS | Patient Care | Monthly | Project owner |
| **Example**: process | Discharge Plan in Place | Communications | Daily | Project owner |
| **Example:** balance | Post Discharge Patients seem in ER | Discharge too early | Monthly | Project owner |
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**Section 3– What changes can we make that will lead to success?**

## Initial Activities

* *Provide initial focus for the project work; can include:*
  + *Specific issues to investigate*
  + *Concept design for the team*
  + *Guidance on adapting and testing specific change ideas*
  + *Summarize recent patient feedback*
  + *Do a process map of reality*

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| **Example:**   * Gather Background Data * Initiate Team * Begin Initial Measurement |
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## Scope and Boundaries

* *Risks and limitation factors; can include* 
  + *Project constraints and Scope (Geography, Demographics, Organization Structure, Relationships, Systems, etc.)*
  + *Financial limitations*
  + *Existing guidelines or procedures to be adhered to*
  + *Software considerations*

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| **Type of Boundaries**  Scope, Financial, personnel, guidelines, processes | **Boundaries Description**  Detailed description |
| **Example:** Financial | Expense budget is limited to $9,000 |
| **Example:** Guidelines | All legal requirements for Privacy must be adhered to |
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## Resources

* *Resources you will acquire in order to support your project*
  + *Team membership*
  + *Expected time commitment*
  + *Software and hardware requirements*

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| **Type of Resources**  Personnel, software, hardware, books | **Resource Description**  Detailed description |
| **Example:** Personnel | RN involvement – 3 RN’s for 1 hr per day |
| **Example:** Hardware | Tablet to collect Data in Real Time |
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## Budget

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| **Projected Cost** | **Cost Description** |
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|  | **Total Budget Requested** |

## Project Team

* *List the name, title, and role(s) of your team members*

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| **Name and Title** | **Sponsor** | **Project Lead** | **Subject Matter Expert** | **Patient Care Experience** | **Patient or Family** |
| **Example**: Dr. Roy Morton | x |  |  |  |  |
| **Example:** Dr. Curtis Smecher |  | x | x | x |  |
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