

# Project Charter

**Project Name:** EHR Optimization & Clinical Workflow Redesign

**Customer:** HealthCareOne

**Partner:** Kyndryl

**Project Duration:** January 2023 – October 2023

**Project Sponsor:** Dr. Evelyn Wu, Chief Medical Officer

**Kyndryl Lead:** Pat Smith, Account Partner

## **Project Purpose:**

To improve clinical efficiency, reduce documentation burden, and enhance care coordination by optimizing HealthCareOne's existing Electronic Health Record (EHR) system and redesigning key clinical workflows across inpatient and outpatient settings.

## **Background:**

HealthCareOne's EHR system was widely adopted but inconsistently used across departments. Clinicians reported high levels of frustration due to redundant data entry, poor interface design, and lack of integration with scheduling and discharge systems. These inefficiencies contributed to staff burnout, delayed care, and inconsistent patient experiences.

## **Scope**

### **In Scope:**

- Redesign of clinical documentation workflows in 5 pilot hospitals
- Integration of EHR with scheduling and discharge planning tools
- Development of clinical dashboards for real-time patient tracking
- Training and change management support for 2,500+ clinical staff

### **Out of Scope:**

- Full EHR replacement
- AI or predictive analytics integration (reserved for future phase)

### Objectives & Success Metrics

Objective	Target Outcome
Reduce average documentation time per patient	↓ by 25% across pilot units
Improve clinician satisfaction with EHR	↑ by 30% in post-implementation survey
Increase discharge planning efficiency	↓ average discharge delays by 20%
Enhance care coordination	↑ cross-team task completion by 35%

### Key Milestones

Milestone	Date Completed
Current state assessment	February 2023
Workflow redesign workshops	April 2023
EHR configuration & testing	July 2023
Staff training & go-live	September 2023
Post-implementation review	October 2023

## **Lessons Learned**

- Early engagement with frontline staff was critical to adoption
- Co-designing workflows with clinical champions built trust
- Change fatigue was a risk—clear communication and quick wins helped sustain momentum