PROJECT CHARTER for *"Implementation of User-Friendly Digital Tool for Remote Patient Consultations"*

Introduction (Provide a background about the project and/or the business need)

The project aims to implement a user-friendly digital tool to facilitate remote patient consultations. Critical stakeholders include clinical administrative staff, IT personnel, and senior management. The business need arises from challenges in accurately conveying medical conditions, emphasizing the importance of precise clinical terminology.

Purpose (What does this project aim to do)

This project aims is to develop a videoconferencing software with the purpose to enhance the accessibility, efficiency, and accuracy of healthcare services. This tool aims to bridge communication gaps and improve the overall patient experience by providing a user-friendly platform for remote consultations, thereby meeting the needs of both healthcare providers and patients. The project seeks to streamline and modernize healthcare delivery, aligning with the broader goal of advancing patient care through digital solutions.

Objectives (What are the specific objectives of this project? If these are not met, the project would have failed. Note: Objectives need to be SMART)

The objectives of this project are:
1. **Implementation of a User-Friendly Digital Tool**: Develop an intuitive and user-friendly digital platform for remote patient consultations.
2. **Enhanced Communication and Accessibility:** Improve communication channels between healthcare providers and patients, fostering increased accessibility to medical services.
3. **Efficiency in Healthcare Delivery**: Streamline and optimize healthcare delivery processes through the incorporation of digital tools, reducing administrative burdens and enhancing efficiency
4. **Accurate Conveyance of Medical Conditions:** Overcome difficulties in describing medical conditions accurately by using clear and exact medical terms in the digital tool.
5. **Stakeholder Collaboration**: Facilitate collaboration among stakeholders, including clinical administrative staff, IT personnel, and senior management, to ensure the success of the project.
6. **User Satisfaction and Experience**: Prioritize user satisfaction by ensuring a positive and seamless experience for both healthcare providers and patients during remote consultations.
7. **Training and adption:** Provide comprenhensive training programs for internal stakeholders including clinial and IT staff, to ensure effective adoption and utilization of the digital tool
8. **Post implementation evaluation**: Conduct a post-implementation survey to assess the impact of the digital tool on patient satisfaction, clinical workflows, and overall healthcare delivery.
9. **Continuous improvement**: Establish mechanisms for continuous improvement, incorporating feedback from stakeholders and staying abreast of technological advancements in the healthcare sector to enhance the digital tool's effectiveness over time.

Scope (Of the items/tasks discussed about this project, what were decided to be in scope and out of scope for this project?)

IN Scope
- **Implementation of User-Friendly Digital Tool:** The primary focus is on implementing a user-friendly digital tool to facilitate remote patient consultations.
- **Stakeholders:** Involvement and collaboration with stakeholders, including clinical administrative staff, IT personnel, and senior management.
- **Challenges in Conveying Medical Conditions:** Overcome difficulties in describing medical conditions accurately by using clear and exact medical terms in the digital tool.
- **Detailed Requirements:** Defining and obtaining approval for detailed project requirements.
- **Project Planning:** Preparation of the project plan and obtaining approval.
- **Project Kickoff**: Conducting a kickoff meeting to initiate the project.
- **Oursourcing:** Oursourcing necessary materials, including software and hardware.
- **Installation and Testing:** Installation of software and hardware, followed by thorough system testing.

- **Training:** Scheduling and conducting training sessions for superusers and end-users.
- **Go-Live:** Executing the go-live phase on April 4, 2024
- **Post Go-Live Support**: Providing support for seven days post go-live to address any issues or concerns.

OUT of Scope
- **Vendor Names:** The specific names of vendors providing software and hardware will not be disclosed.
- **Project Team Buyer:** Designating a buyer within the project team for procuring materials.
- **Additional Sponsorship:** Considering the Subject Matter Expert (SME) as an additional sponsor for the project

---

Change Management Strategies (What needs to be done to successfully implement changes?)

1. Stakeholder Engagement and Collaboration: Active involvement and collaboration of key stakeholders, including clinical administrative staff, IT personnel, and senior management, throughout the project lifecycle.

2. Accurate Requirements Definition: Detailed definition of project requirements, ensuring a clear understanding of the objectives and expectations.

3. Project Approvals: Approval of the project charter, detailed requirements, and project plan to maintain project momentum.

4. Effective Project Planning: Thorough and effective project planning, including timelines, resource allocation, and risk management.

5.Smooth Implementation of Digital Tool: Successful implementation of the user-friendly digital tool for remote patient consultations, meeting the specified requirements and quality standards.

6. Solving Problems in Describing Medical Conditions: Overcoming issues in accurately describing medical conditions by highlighting the importance of using precise clinical terms.

7. Active Procurement and Installation: Efficient outsourcing of necessary materials, followed by the timely installation and testing of the system.

8. Comprehensive Training Programs: Well-organized and comprehensive training programs for both superusers and end-users, ensuring a smooth transition to the new digital tool.

9. Successful Go-Live Execution: Successful execution of the go-live phase on April 4, 20XX, without significant disruptions to patient consultations.

10.Post Go-Live Support: Effective post go-live support for a period of seven days, addressing any issues or concerns promptly.

11. Feedback Collection and Improvement: Continuous feedback collection from users to identify areas of improvement and enhance the functionality of the digital tool.

12. Adherence to Project Timeline: Adherence to the high-level project schedule, with timely completion of tasks and milestones.

Performance Indicators (How will you know the project is a success? What can you measure?)

- **Patient and Provider Satisfaction Surveys:** Achievement of patient and provider satisfaction levels exceeding 75%, as measured through surveys conducted at regular intervals.
- **Utilization Metrics:** Monitoring the utilization metrics of the digital tool, with a target of reaching at least 85% of pre-pandemic patient volumes through the new remote consultation system.
- **Efficient System Performance:** Evaluation of the system's efficiency and responsiveness during remote consultations, ensuring a seamless experience for both patients and providers.

- **Timely Go-Live Execution:** Successful execution of the go-live phase on April 4, 2024, meeting the specified timeline.
- **Adherence to Budget:** Effective financial management, ensuring that the project stays within the approved budget without significant deviations.
- **Clear Medical Information Sharing:** Enhancing the accurate communication of medical conditions, leading to fewer instances of miscommunication and better understanding of clinical terms.
- **Training Effectiveness**: Assessment of training effectiveness through the proficiency and confidence levels of superusers and end-users in utilizing the digital tool.
- **Post Go-Live Issue Resolution:** Address any challenges that may arise after implementation to ensure smooth patient consultations**.**
- **Feedback and Continuous Improvement**: Collection of user feedback and implementation of continuous improvement measures based on user suggestions and system performance evaluations.
- **Project Timeline Adherence:** Measurement of project progress against the established timeline, with successful completion of high-level project schedule tasks.
- **Data Privacy Compliance:** Verification of compliance with data privacy regulations to ensure the confidentiality and security of patient information during remote consultations.

Project Roles and Responsibilities (Who are the people involved in this project and what are their responsibilities?)

Role	Responsibility
Executive Sponsors: *Alarmelmangai Sundaravarathan*	• Leads project strategy, aligns with goals, allocates resources, and acts as a decision escalation point. Central in stakeholder engagement, decision-making, and communication. Contributes to risk management, post-implementation assessment, and ongoing project feasibility.
Project Sponsor: *Alarmelmangai Sundaravarathan*	• Provides guidance and support throughout the project, advocates at the senior management level, secures resources, and ensures alignment with strategic objectives. The Project Sponsor is pivotal in decision-making, especially regarding project scope, changes, and approvals. As both the Executive and Project Sponsor, she demonstrates a holistic commitment to success, blending strategic oversight with day-to-day management involvement.
Project Manager: Isabel Rodriguez	• Coordinate the team for successful project execution. I create and oversee the project plan, ensuring tasks are on time and within budget. Effective communication keeps stakeholders informed about progress, risks, and scope adjustments.
Along with applicable leaders above, the Project Team includes:	
Paul Backman *Clinical Director*	• Coordinates clinical and IT staff, gaining senior management approval for IT activities. He ensures seamless collaboration, contributes clinical expertise, and supports training, emphasizing accuracy. As a key stakeholder, he influences decision-making for clinical standards and patient care.
Bill Tang *Business analyst*	• His role involves leading and providing training for users, eliciting requirements, and ensuring effective communication between the clinical and administrative aspects of the project.
Phil Baxy and Jennifer Stone *Lead receptionists*	• Designated as super users, trained to assist other receptionists and patients, contributing administrative knowledge to the project.

Project Risks and Mitigation Strategies (Provide a list of risks and what would you do to mitigate them.)

Risk #	High Level Description	Probability & Impact (H,M,L)	Mitigation Plan
1	Clinical staff availability for training	H	Plan training sessions well in advance, seeking senior management support for participation, and considering alternate training methods like recorded sessions.
2	Disruption during holidays and spring breaks	H	Schedule critical project activities to avoid peak holiday times, plan for contingencies, and communicate effectively with the project team.

High Level Project Schedule (Provide a general schedule.)

Task #	Task Description	Start date	End Date
1	Prepare project charter and get approval	Feb08	Feb 15
2	Define detailed requirements and get approval	Feb 15	Feb 17
3	Prepare project plan and get approval	Feb 18	Feb 20
4	Project kickoff meeting	Feb 21	Feb 21
5	Procure materials (software, hardware)	Feb 22	Feb 28
6	Install software and hardware	Mar 01	Mar 07
7	Test system	Mar 08	Mar 14
8	Schedule training	Mar 15	Mar 22
9	Train superusers	Mar 23	Mar 24
10	Train end-user	Mar 25	Mar 27
11	Go-live	Apr 04	Apr 04
12	Post Go- live support	Apr 05	Apr 11

Approvals (Who needs to sign and approve.)

Approved by:

_____ *Alarmelmangai Sundaravarathan* _____

Name
Position