Ritu Adhikari  
 Walden University  
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**OAK Township Medical Center Project Plan: Project Charter**

**Introduction**

A project charter is an important document when running a project as it is designed to guide actions and decisions. It portrays the purpose, scope, stakeholders, and a comprehensive plan of a project. Before we start a project, the charter provides a short succinct explanation of its main element. (Martins, 2024) This paper covers the project charter of Oak Township Medical Center under which the organization’s mission, statement, objective, scope, Deliverables, milestones, assumptions, and key stakeholders are included.

**Project Mission**

The scientific community in this century is trying to better understand the complex interaction between technology, people, and the environment because they attempt to safely develop, implement, and maintain today’s new digital infrastructure. (Sitting et al., 2020)

Oak Township Medical Center’s (OTMC) mission is to enhance operational efficiency and improve patient safety by implementing a Barcode Medication Administration (BCMA) and electronic medication administration record (eMAR) system to reduce medication errors, and maintain compliance with new requirements, ultimately improving patient care. This was implemented to respond to an increased workload of hospital staff.

**Problem Statement**

Oak Township Medical Centre has discovered critical issues related to medication administration processes, including a hospital-wide medication administration error rate of 20%, that poses significant risks to patient safety. There was increasing complexity of federal reporting requirements that increased the workload of all hospital staff worsening the medication administration process. There is a need for a robust system to address these challenges.

**Project Objectives**

I agree with Wiley &Sons, 2016 that to get an acceptable return, the project should be viewed as an investment that a management team makes. In other words, having an investment mindset management team can optimize resources, can make more informed decisions that will drive better outcomes. The objective of this project is to successfully implement the BCMA module and eMAR module within six months, decrease medication administration error by at least 50% within six months, increase staff compliance by achieving at least 80% compliance with the new medication administration process and meet all the regulatory requirements related to medication administration by the end of the project.

**Project Scope**

The project scope includes implementing BCMA and eMAR, Training staff about the system and new workflows, developing a protocol for medication administration, and Integrating MAS with existing systems

**Out of Scope**:

Changes related to the non-medication process and Hardware upgrades that were not purchased prior.

**Deliverables**

The deliverables of the project are BCMA and eMAR being fully operational with integration into the HIS, adequate and comprehensive training and resources for all the staff and evaluating MAS performance assessment after implementation.

**Milestones**

Milestones are markers that signify important events, major accomplishments, or the completion of principal products within a project timeline and as project managers, we need to understand these milestones and how to use them to track performance. It is an important point in a project life cycle where we can measure the progress. Following is the milestone from the Oak Township Medical Center case study.

Week 1: Project start

Weeks 2-4: System arrangement and modification

Weeks 5-8: Training session for all the staff

Week 12: Go-Live

Week 16: Reviewing Post-Implementation

Week 24: Reporting and Evaluation

**Assumptions**

Staff will be willing to participate in the change and participate in the training, present hardware will support the new MAS, Constructive feedback will be provided by the users for system improvements, and needed regulatory requirements will be clarified and communicated.

**Key Stakeholders**

Key Stakeholders are vital in a project, if there are no stakeholders then there is no project. Involving stakeholders will bring benefits to the project. If they are involved in the decision-making process, then they can influence the organization’s actions which can be helpful to the project management team. (Millawati, 2024). The stakeholders of Oak Township Medical Center are:

Chief Medical Information Officer

Chief Information Officer

Vice president of patient care services

IT Department

Nursing Staff

Pharmacy Staff

Quality Assurance Team

**Project Risks**

There might be a chance of a temporary increase in medication errors in the implementation phase, we might get resistance from staff which could affect compliance and engagement. There is a chance of unexpected expenses affecting the budget, Possible technical issues delaying the project, and limited time may lead to inadequate training.

**Summary**

The project charter makes sure that everyone has the same understanding of the project goal and objective. Manager authority is clarified, and roles and responsibilities are designated to each member. The project charter works as a contract between the key players, assisting the project to stay on track. (James Lopresti, 2023)

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