



QUALITY IMPROVEMENT PROJECT CHARTER

Project name: Hoke County Health Department: "Project Don't Wait"

PROJECT AIM STATEMENT AND MEASURES

The **Aim** of this project is to ...

From April - October 2013, the Hoke County Health Department wait time for Primary Care Clinic patients was an average of 1 1/2 hours for new patients and 30-45 minutes for returning patients.

By observing how each patient is processed through the stations and identifying improvement opportunities, we hope to decrease patient wait time in the Primary Care Clinic.

Measure	Operational Definition	Baseline	Goal
Wait time	(example, from the time patients enter the clinic to first seen by the provide)	X Min	X Min
Customer satisfaction survey	Questionnaire about patient service	0%	25% of patients scheduled
Increase revenue	County Munis Financial System		25% increase in funds received for this clinic
Increase number of patients attending clinic services	Look at patient no show numbers		25% increase in patients attending clinic

PROJECT DELIVERABLES

- Customer Satisfaction Survey
- Clinic Services promoted (advertisement)
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PROJECT SCOPE

In Scope	Out of Scope
Primary Care Clinic	All other HD Clinics
Primary Care Clinic flow and procedures	Maternity Clinic and Child Health Clinic flow
Triage Process for problem assessment (eg. HBP)	Referrals not being made to Primary Care from Family Planning and Child Health Clinics. Encounter forms for Primary Care not included in medical record.

TEAM PARTICIPATION

- *Team member information/roles*
- Team Lead - Ulva Little, Health Educator-coordinate all activities of project
- Assist Team Lead (Data Collector) -Jenny McDuffie, Administrative Assistant-gather financial information for project
- Data Collector - Alisha Tramble, RN, PCM & CC4C Case Manager-assist with collecting and analyzing patient satisfaction survey's.
- Training Coordinators - Shawanna James,Lab Tech; Caroline Robinson, FNP; and Annette Brewer-Processing Assistant III - coordinating training for change in clinic flow with Nursing Supervisor
- Liaison-Gladys Wilson, Interpreter for Spanish speaking patients
- *Team meeting schedule*
- Meetings are every week on Wednesday at 9 am in the Conference Room
- Met also on as need basis to complete assignment
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- *Other*
- Ground Rules:
- Be flexible
- Keep everyone informed
- Encourage each other as a team
- Stay positive
- No wrong ideas
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STAKEHOLDERS

Stakeholder Name	Impact on Project	Strategies to Communicate and/or Gain Support
Helene Edwards, Health Director	Major	Report findings of deficiencies in clinic
Cynthia Morton, Nursing Supervisor	Major	Report finding of deficiencies in clinic
BOH/Elected Officials	Major	Report at monthly meetings for approval of changes in clinic
Patients	Major	Put finding results-report in Health Department Newsletter and on website

SENIOR LEADERSHIP SIGNATURE APPROVAL

Printed Name	Signature	Date
Senior Sponsor: Helene Edwards		