



QUALITY IMPROVEMENT PROJECT CHARTER

Project name: _____

PROJECT AIM STATEMENT AND MEASURES

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

Reduce the rate of no show appointments in the family planning clinic from 32% to 25%

Measure	Operational Definition	Baseline	Goal

PROJECT DELIVERABLES

- Scripts for reminder calls and reschedule calls
- Policy changes
- Surveys for staff and client's
- Reason for reschedule log

PROJECT SCOPE

In Scope	Out of Scope
Family Planning Clients	Any other clinic at health department
Definition of no show	Funding
Policy Development	Rescheduled appointments
Training of Staff	
Survey Development	

TEAM PARTICIPATION

- Robin Wallin (clinic coordinator)-Team lead, expertise in clinic flow and clinical functions
- Amy Massey (clinic coordinator)- Trainer and Organizer, expertise in clinic and understands history of how things have been at health department, Senior member of team
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- Kim Kelly (Billing Coordinator)- Trainer and Organizer- expertise in billing and admin duties, also superuser in electronic medical records
- Sheila McAbee (Dental Office Manager)- Organizer- expertise in managing an office
- Savannah Kent (Environmental Health Specialist)- Organizer and Fresh Eyes- expertise in dealing with public
- Deb Norton (Administrative Assistant/Front Desk)-expertise in front desk
- Meet weekly in Conference room, meet PRN to meet deadlines
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STAKEHOLDERS

Stakeholder Name	Impact on Project	Strategies to Communicate and/or Gain Support
Jan Shepard	Major	Monthly status reports
Becky Webb	Normal	Monthly updates

Cindy Kent	Major	Weekly updates
Diana Rogers	Major	Monthly status reports
BOH	Normal	Once at beginning and once at end of project
FP Staff	Major	Monthly updates via newsletter, emails
FP Clients	Major	At contact with the client

SENIOR LEADERSHIP SIGNATURE APPROVAL

Printed Name	Signature	Date
Senior Sponsor:		