**HEALTHCARE SIX SIGMA PROJECT CHARTER**

**TEMPLATE EXAMPLE**

IMPORTANT REMINDER

A narrative written charter must be circulated and signed by the project sponsors. You can attach a completed version of this template to your narrative written charter to keep the charter short and concise.

Please make sure you meet with the project team and sponsors before completing this template. Much of the information required will need to come from a discussion with team members and sponsors.

GENERAL PROJECT INFORMATION

|  |  |  |
| --- | --- | --- |
| PROJECT NAME | PROJECT MANAGER | PROJECT SPONSOR |
|  Hospital Discharge Process Improvement |   |   |
| EMAIL | PHONE | ORGANIZATIONAL UNIT |
|   | 000-000-0000 |   |
| GREEN BELTS ASSIGNED |   |   | EXPECTED START DATE | EXPECTED COMPLETION DATE |
|   | 08/01/2022 | 08/01/2032 |
| BLACK BELTS ASSIGNED |   |   | EXPECTED SAVINGS | ESTIMATED COSTS |
|   | $237,750 | $184,900 |

PROJECT OVERVIEW

|  |  |
| --- | --- |
| PROBLEM OR ISSUE  | Hospital Patient Discharge Process |
| PURPOSE OF PROJECT | We currently aim for our discharge process to be under 1.5 hours per patient. Our real-time process has expanded to be over four hours per patient between the physician’s discharge order and their exit ticket. Post-visit patient survey ratings for the patient check-out process have decreased from 4.8/5 to 2.9/5 over the past six months. |
| BUSINESS CASE | Patient discharge time in our unit is unsatisfactory for both patients and hospital staff. The patient backup physically interrupts the floor’s traffic flow. Surveys indicate patient satisfaction decreases during the discharge process. With the newly implemented strategic planning goal, our floor needs to make changes that reflect our patient experience as a priority.  |
| GOALS / METRICS | By August 1, 2032, we will reduce the current discharge time per standard patient from over four hours to under 1.5 hours for 90 percent of typical patient. Patient post-visit surveys will average a 4.5/5 or higher rating within nine months of implementation.  |
| EXPECTED DELIVERABLES |  |

PROJECT SCOPE

|  |  |
| --- | --- |
| WITHIN SCOPE | All typical patient discharge processes in Units C and D, from physician discharge order to patient exit ticket receipt |
| OUTSIDE OF SCOPE | Atypical discharge orders (discharge orders with pending interventions) and other unit discharge processes |

TENTATIVE SCHEDULE

|  |  |  |
| --- | --- | --- |
| **KEY MILESTONE** | **START** | **FINISH** |
| Form Project Team and Conduct Preliminary Review |  |  |
| Finalize Project Plan and Project Charter |  |  |
| Conduct Definition Phase |  |  |
| Conduct Measurement Phase |  |  |
| Conduct Analysis Phase |  |  |
| Conduct Improvement Phase |  |  |
| Conduct Control Phase |  |  |
| Close Out Project and Write Summary Report |  |  |

RESOURCES

|  |  |
| --- | --- |
| PROJECT TEAM |   |
| SUPPORT RESOURCES |   |
| SPECIAL NEEDS |   |

COSTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COST TYPE** | **VENDOR / LABOR NAMES** | **RATE** | **QTY** | **AMOUNT** |
| **Labor** |   | $150.00 | 200 |  $ 30,000.00  |
| **Labor** |   | $200.00 | 100 |  $ 20,000.00  |
| **Labor** |   | $350.00 | 50 |  $ 17,500.00  |
| **Labor** |   | $85,000.00 | 1 |  $ 85,000.00  |
| **Labor** |   | $4,850.00 | 3 |  $ 14,550.00  |
| **Supplies** |   | $17,850.00 | 1 |  $ 17,850.00  |
|   |   |   | TOTAL COSTS |  $ 184,900.00  |

BENEFITS AND CUSTOMERS

|  |  |
| --- | --- |
| PROCESS OWNER |   |
| KEY STAKEHOLDERS |   |
| FINAL CUSTOMER |   |
| EXPECTED BENEFITS |   |

|  |  |  |
| --- | --- | --- |
| **TYPE OF BENEFIT** | **BASIS OF ESTIMATE** | **ESTIMATED BENEFIT AMOUNT** |
| **Specific Cost Savings** |   |  $ 25,000.00  |
| **Enhanced Revenues** |   |  $ 92,500.00  |
| **Higher Productivity (Soft)** |   |  $ 17,500.00  |
| **Improved Compliance** |   |  $ 12,000.00  |
| **Better Decision Making** |   |  $ 18,500.00  |
| **Lower Maintenance Costs** |   |  $ 26,000.00  |
| **Fewer Miscellaneous Costs** |   |  $ 46,250.00  |
|   |   |   | TOTAL BENEFIT |  $ 237,750.00  |

RISKS, CONSTRAINTS, AND ASSUMPTIONS

|  |  |
| --- | --- |
| RISKS |   |
| CONSTRAINTS |   |
| ASSUMPTIONS |   |

|  |  |  |
| --- | --- | --- |
| PREPARED BY | TITLE | DATE |
|   |   |   |

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| --- |
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