

**MIS 4596**  
**Project Charter**

<i>Project Title</i>	MedNerx	<i>Product/Process Impacted</i>	
<i>Start Date</i>	February 3, 2017	<i>Organization/Department</i>	Management Information Systems
<i>Target Completion Date</i>	April 20, 2017	<i>Champion</i>	MISDepartment

	Description	
<b>1. Project Description</b>	<p style="color: red;">What problem is the team addressing? What problems do customers have?</p> <p>Taking an inside look at the medical industry our team has identified inconsistencies and troubled areas. Our objective is to focus on customer relationship management for the patient at the same time improving operational flow in the medical space. By taking a look into billing, scheduling, redundancy issues and transparency between different units and facilities, we look to improve the flow of future medical experience. The outcome of our project aims to offer increased patient engagement through an easily usable website/ application. The application will also allow hospitals and doctors to have more accurate/ and real time information that will allow them to improve their diagnoses and gain better understanding of patients. As a byproduct of the application we will reduce Healthcare spending by decreasing redundancy of unnecessary procedures and medications, increasing efficiency of doctors time and offering the best use of resources for all parties.</p> <ul style="list-style-type: none"> <li>● Improve documentation efficiency, decreasing redundancy (patient profiles, medication, unnecessary appointments), improve accessibility (patient history).</li> <li>● Offer the ability for patients to transfer to other hospitals/doctors without going through the entire enrollment process.</li> <li>● Offer means for feedback pertaining to patients visit, diagnosis and tracking patient's status (displaying results of treatments, medication, progress).</li> <li>● Improve efficiency with scheduling, process flows for doctor visits and improve transparency.</li> <li>● *Help patients to find specialized physicians based on Patient's profile matching.</li> </ul> <p>Beyond Prototype Goals;</p> <ol style="list-style-type: none"> <li>1. Implement an application that will provided patient engagement to improve patient health outcomes and offer medical physicians the most accurate information first hand.</li> <li>2. To decrease the number of unnecessary services, procedures and other test performed on patients.</li> </ol>	

<p><b>2. Project Scope</b></p>	<p>What areas are inside and/or outside the work of the team? What are the boundaries (start and end points)?  What specific parts of the overall problem will you focus on?  INSIDE:</p> <ul style="list-style-type: none"> <li>• Focusing on documentation procedures, to increase transparency and provide best practices that will make every visit flow smoothly.</li> <li>• Offer mobility providing the patients with flexibility to be a part of their medical experience.</li> <li>• Improve hospital processes that will allow them to operate at a higher capacity while providing the highest quality.</li> <li>• Reducing down times, waiting times due to lack of information (that is lost, inaccurate, not recorded).</li> <li>• Providing resources (documentation) that displays the benefits gained from hospital-patient relationship.</li> </ul>
--------------------------------	---

<p><b>1. Project Goal and Deliverables</b>  What must the team deliver to be successful? Does the team goal link to the key performance parameters established by the sector leadership teams? What is the baseline performance? How will the goal be measured?</p> <p>To be successful our team must create a prototype which handles patient-doctor relationship goals, data analytics, reporting, and administrative web-tools. The project must attempt to meet the metrics set for, but is a prototype and main concern is exemplifying to the stakeholders what is possible if the prototype is accepted and taken on as a full project.</p>		<p><b>Metrics</b>  (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.)</p>	<p><b>Baseline</b></p>	<p><b>Current</b></p>	<p><b>Goal</b></p>	
		<p>Redundancy</p>	<p>-15%</p>			
		<p>Overhead (financial)</p>	<p>-20%</p>			
		<p>Insurance Cost</p>	<p>-30%</p>			
		<p>Patient Response Time (injury-appointment)</p>	<p>+40%</p>			

<p><b>4. Business Results Expected</b></p>	<p>The business result is to improve the overall documentation process, offer transparency, mobility and ..... (business dashboards?) and (specific dollar amount being wasted due to redundancy?)</p>
<p><b>5. Team members</b></p>	<p>Who is this team accountable to? Who is your champion? Who is on this team? What are the specific skills/roles of each team member? Who can the team turn to for expert guidance?</p>

	<p>Jeremy John:  Alan Kim:  Johnathan Holland:  George J Raymond:</p>
<p><b>6. Support Required and risks</b></p>	<p><b>What additional resources does the team need? What obstacles does the team see, and how can they be resolved?</b></p> <p><b>Resources Required:</b></p> <p>We are require an understanding of the entire process of the medical industry. (How documents are shared, retained, inputted and who holds rights).  Gain an understanding of atleast, not limited to, three different resources (hospitals, doctor offices, medical facilities).  Interview patients to get a clear understanding of their experience in the medical space (office visits, after care, medication distribution).  Identify HIPAA regulations (to find a solution that does not violate laws).</p> <p><b>Obstacles:</b></p> <p>Gaining access to medical procedures due to legalities of HIPAA laws and privacy concerns.  Challenges due to data being inconsistent across different medical spaces.  Transparency between medical establishment and the patient.  Displaying a direct cost benefit analysis to communicate true value for the business as well as the patient.  Having hospitals and doctor's offices to adapt and integrate the application.</p>
<p><b>7. Customer Benefits</b></p>	<p><b>How will this project help the customer of the organization? Could improvements have a negative impact on the customer?</b></p> <ul style="list-style-type: none"> <li>● Patients will have access to personal medical records to allow them the ability to transfer to another location without going through all the prerequisite application process, test and redundancy in documentation.</li> <li>● Patient will be able to produce medical records while traveling or in a medical emergency.</li> <li>● Hospitals will have accurate information as to how treatment and diagnoses are affecting the patient.</li> <li>● Insurance companies will have access to medical status reports to meet new medical requirements.</li> <li>● There will be an overall transparency for all parties to improve the entire medical process.</li> <li>● The system will cause hospitals to be more transparent with cost, time and diagnoses of medical issues.</li> </ul> <p>Negative:</p> <ul style="list-style-type: none"> <li>● There can be problems with patients not understanding how to enter accurate information and this will create problems in the system.</li> <li>● Patients will gain more control and have more decision making power to force hospital to focus on competitive rates.</li> </ul>
<p><b>8. Technology Architecture</b></p>	<p><b>What are the specific tools/technologies you will be using? What is the experience of team members with these tools?</b></p> <p>To create our prototype we will be using Justinmind. This is a tool that our team members have used in the previous semesters. This tool is not the best but it will allow us to communicate to our client what our solutions does, looks like and how it will interact with all parties.</p>

<b>9. Overall schedule/Work Breakdown Structure</b> (Key milestones & dates)	<b>Responsible individual</b>	<b>Output (notes, diagrams, interviews, screen prints)</b>	<b>Date started if in progress Or Expected completion date</b>	<b>Date completed or date completion is expected</b>
Planning	George J Raymond	Microsoft Project WBS	Deleted restarting 2/8/2017	2/10/2017
Analysis	Alan Kim, TEAM	Documentation, Record medical statistics,		
Design	Johnathan Holland Jeremy John	Prototyping Prototyping		
Implementation: Construction	Team effort.	Interviews, visit medical facility,		
Implementation: Testing	Alan Kim, George J Raymond	Testing Prototype		
Installation	Team Effort	Implement all changes required to present to staff		

**Charter Development Guidelines:** Examples are in *italics*. You can expand the form to meet your requirements as you enter text.

**Project Title:** Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.

*Reduce Cycle Time for Resolving Disability Disputes*

**Product/Process Impacted:** What you are working on.

*Disability Claim Process*

**Champion:** The sponsor of the project.

*Department Head*

**Organization:** Where you work.

*Corporate HQ – Shared Services*

**Start Date:** This is the first day on the project.

**Target Completion Date:** This is depending on the negotiated time line and scope with the sponsor.

- 1. Project Description:** Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

*The Shared Services Benefits Group receives on average 30 claim appeals per month. Many of these are resolved by providing information clarifying the process and others should have been handled locally or by directly working with the service provider. This project will improve the process currently in use so that calls/claims are resolved quicker. This will allow members of this organization to focus on more strategic issues and will improve client satisfaction and eliminate re-work.*

- 2. Project Scope:** What the boundaries are of the process that you are going to be working on.

*This "Process" begins with opening of a claim dispute and ends when the disputed claim case being closed.*

- 3. Project Goal:** Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don't have a quantifiable target then you cannot claim that you have reached your goal.

Include the historical baseline information. The current value for the process will be updated as the project progresses toward your goal.

*For cycle time: Baseline- 2 days, Current- 2 days, Goal- 1 day (the goal reflects the 50% reduction from baseline)*

*For cost: Baseline- \$1000, Current- \$800, Goal- \$500 (the goal reflects the 50% reduction from baseline)*

You may have other metrics that you are working to impact; if so, substitute them for any that don't apply. You may have only one metric and will rarely have more than three.

- 4. Business Results:** What the benefits are to your organization when this project is complete. How will this project impact your organizations "Dashboard" metrics? What will be the impact to the financial bottom line?

- 5. Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.

- 6. Support Required:** Identify other resources that may be required, such as outside consultants etc.

- 7. Customer Benefits:** What the benefits are to the customers of this project if the process/product is improved.

*The people using the claims dispute process will get faster results and resolution of their claim. This should result in better customer satisfaction levels with the process as well as improved productivity of service operators through fewer status inquiries.*

- 8. Technology Architecture:** What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?

- 9. Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.