

Project Charter

A simple one pager to help define your project

Problem Statement (what is the current problem & why does it need to be improved?) Increasing numbers of patients are attending ED for mental health support with complex needs. Due to patient flow challenges, the patients are waiting longer in the acute hospital if they require psychiatric admission. They are therefore waiting in the wrong environment and do not always receive the quality of care that is required.		Outcomes (what do you intend to achieve from this project, what are the outcomes? What will it improve? How will things be better? Evidence your outcomes)	
		Reduced length of time in A&E Reduced length of stay on the medical wards if there is no medical need Improved feedback on quality of care and experience	
In Scope (what will be covered by the project)	Out of Scope (what will not be covered by the project)		
Patients waiting on a psychiatric bed or where an admission was recommended at an earlier assessment, including those where alternatives to admission are being considered by the team.	Gaps in community services that led to the patient's presentation Patients with ongoing medical needs		
Quality Impact (How will the project improve patient: experience, safety, outcomes, care, services or reduce risk/harm to patients?)		Measurements (What data both qualitative and quantitative can you collect to show an improvement has been made?)	
		Description of Measure	Baselines (what are they currently at prior to the project?)
		Target (Where do you want them to be?)	
Length of stay in acute hospital bed will be less		Decision to admit until date of admission	TBC – 7-14 days approx 72 hours
Length of wait in ED		Arrival to time leaving ED	TBC – very few 12 hour breaches unless MHA Less than 12 hours
Quality of experience		Qualitative feedback	To be collected Improvement in patient experience
Team (Who is your project team involved in the project?)		What are your key milestones	
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