

## PROJECT CHARTER

**What is the Project Name?**

**Improve documentation of discharge instructions**

**What is the Background?**

**How does this affect patient care?  
Why and Why Now?**

Chart audits of patient discharges from the South Ward indicate that discharge instructions are often incomplete when the patient is discharged home. This puts patient at risk for incorrect medication information and follow-up with other care providers. The number of readmissions has increased over the last three months, some of which may have been prevented if appropriate discharge instructions had been provided to the patient.

**What is the Scope?**

**In Scope:** South Ward patients

**Outside Scope:** Patients who are transferred from the South Ward to another ward

**What is the Problem?**

According to an audit of 50 charts from last quarter, only 70% of discharge instructions on the South Ward contained all vital information for the patient

**What is the SMART Aim?  
Specific, Measureable, Achievable,  
Relevant, Timebound**

Within 90 days, 95% of discharge instructions will contain all vital information for the patient

**Who is the Project Champion?**

Cecil Davies, Clinical Director

**Who is the Project Leader?**

Olive Maize, Operations Manager

**Who are the Team Members?**

Roger Monahan, RMO  
Rita Nightingale, Nursing  
Sam Walker, Social Worker

**How is patient/family input provided?**

Team will survey patients discharged every Tuesday