

# Infusion Center Chair Replacement Charter

**Document Version 1.0: Final**  
**Document Date: 2014-02-07**

## Revision History

Revision	Date	Revised By	Changes Made – Reasons for the Change
0.1	2013-07-05	Patrick Headley	Initial Draft
0.2	2013-07-08	Michele Bascle	Dates added
0.3	2013-09-24	Patrick Headley	Revision to scope
1.0	2014-02-07	Patrick Headley	<u>Sponsor updated</u>

## Project Charter

**Date:** 2014-02-07

**Department Sponsor:** Terry Booher, Interim Manager, Infusion Center

**Sponsoring Department:** Infusion Center

**Administrative Sponsor:** Veronica Brill, Operations Manager, ECCCC

**Project Manager:** Patrick Headley

**Project Title:** Infusion Center Chair Replacement

### Current Environment

The Infusion Center was opened in April 2011, with new Champion model 56 chairs installed. Patients sit for an average of 4 hours and may stay as long as 10 hours at a time. However, there is a general sense of dissatisfaction with these chairs and a desire to improve both the safety and comfort of patients visiting the Infusion Center. Thirty one of thirty two work orders completed on the chairs were for wheel-related issues. New wheels have been installed, but the chairs slide on the floor even when the new wheels are locked. It is also difficult for weak patients to exit the chairs from a reclined position, which has resulted in several falls. The chairs are not CPR-rated. A recent coding event triggered a Root Cause Analysis conducted by Quality and Performance Improvement, which identified replacement of infusion center chairs as an actionable item.

### Project Description

This project will evaluate and implement replacement chairs for the Infusion Center.

### Business Need and Impact

Infusion Center chairs need to be replaced in order to increase patient safety, comfort, and satisfaction.

### Project Goals

The goal of this project is to replace 32 chairs in the Infusion Center.

### Linkage with UVa Health System Key Strategies

- I Care      Increasing the safety of the Infusion Center patient care environment
- I Build
- I Heal      Enabling safe and comfortable infusion sessions

**Project Timeline**

The Root Cause Analysis resulted in a recommendation for a plan for safe chair functionality by July 15<sup>th</sup>, 2013. Infusion manager and Cancer Center Administrator would like to replace all chairs as soon as possible. Within one month of the start date, an initial technology assessment will be completed and models will be selected for evaluation. Clinical evaluation of models will be conducted in the second month. In the third month, chairs will be ordered and installed. Old chairs will be removed.

**Estimated Financial Costs**

Based on pricing data obtained from clinical recliner vendors, new high-end infusion center chairs are estimated to cost between \$2,000 and \$3,000 each. Replacing 32 chairs would then cost an estimated total of \$75,000 to \$100,000, including freight.

This project will be funded through a contingency request.

**Requirements**

Replacement chairs should have the following characteristics:

- Remain stationary when locked
- Easy for all patients to safely exit
- CPR rate (potential requirement)
- All parts accessible for cleaning
- Bilateral tables for IV insertion and patient comfort
- Heated chairs would increase comfort of patient, most of whom often feel cold during infusion
- At least two chairs rated to hold 500 lbs.

**Deliverables**

- Market Assessment and Recommendation for Evaluation (meeting/presentation)
- Installation of 32 new chairs
- Removal of current chairs

**Assumptions**

- Required resources will be available as identified in the project management plan

**Risks**

- Ongoing and planned Health System initiatives competing for the same human resources

**Project Manager Assigned and Authority Level**

Patrick Headley is the project manager assigned to this project. Patrick will work with the appropriate stakeholders to achieve the project's approved goals.

