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PAAB CLINICAL MODULE PILOT PROJECT CHARTER

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Description	This document defines the Project Governance Charter of the implementation of the pilot project of the Patient Administration And Billing system. This document is part of the PAAB pilot project management plan. It defines the roles and responsibilities of all governance structures for successful implementation and governance of this pilot project.
Coverage	This document is applicable to all North West Department of Health Facilities participating in the project, partners, service providers and everybody or organisation that participates in the pilot project.
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LIST OF ACRONYMS

CD – Chief Director

CEO – Chief Executive Officer

CFO – Chief Financial Officer

CHC – Community Health Centre

DDG – Deputy Director General

DMC – Departmental Management Committee

HOD – Head of Department

ICT – Information and Communications Technology

NWDoH – North West Department of Health

PAAB – Patient Administration and Billing

PHC – Primary Health Care

PMT – Project Management Team

POC – Project Oversight Committee

PTC – Project Technical Committee

1 INTRODUCTION

This charter is developed to clarify the roles and responsibilities of the governance structures and those of the persons involved in the implementation and governance of the PAAB Clinical module pilot project. This charter describes how project governance will be implemented in order to ensure alignment with Departmental governance processes, value delivery of the project, accountability, decision making, monitoring and control, of the project.

2 PURPOSE OF THE CHARTER

The charter depicts how the project governance will be implemented and describes the related structures, processes, functions, accountability, roles and responsibilities.

3 OBJECTIVES OF THE CHARTER

The objectives of this Charter are to:
   a) Define the roles and responsibilities of different governance structures and persons involved in the project.
   b) Align project governance with Departmental governance processes to ensure smooth project implementation.
   c) Explain the decision making processes, their structures and responsibilities to enforce reporting and accountability of the project.
   d) Achieve and monitor project deliverables against set performance matrices.
   e) Ensure that the project is implemented within acceptable levels of risk within the risk tolerance of the Department.

4 DEPARTMENTAL MANAGEMENT COMMITTEE (DMC) – PROJECT OVERSIGHT COMMITTEE (POC)

The DMC will assume responsibilities of the Project Oversight Committee (POC). This committee is chaired by the HoD and includes all members of Senior Management

Service. This charter relates to the DMC as a POC. This charter will therefore limit itself to project governance issues only in relation to the PAAB Clinical Module Pilot Project. It is not an overall charter of the DMC.

4.1 Purpose of the Project Oversight Committee

The purpose of the DMC in relation to project governance of the PAAB Clinical Module Pilot Project is to assume the functions of the POC.

4.2 Roles and responsibilities of the Project Oversight Committee

4.2.1 Ensure that the project team is appropriately stewarding the resources entrusted to it and following all legal and ethical standards in executing the project.

4.2.2 Project plans and strategies are implemented as intended.

4.2.3 Project teams have taken due diligence before key decisions are made.

4.2.4 Project teams have identified key project risks and they are being mitigated and monitored.

4.2.5 Monitor project performance to ensure that expected results are being achieved and value for money is obtained.

4.2.6 Guide the PMC in accomplishing project milestones.

4.2.7 Review project progress and support in minimising obstacles that can threaten project outcomes.

4.3 Membership of the Project Oversight Committee

The POC is composed of the Head of Department as chairperson, and the following members:

    a)   Head of Department (Chairperson);

    b)   Chief Financial Officer(CFO);

c) Deputy Directors General(DDGs);

d) Chief Directors;

e) All Directors;

4.4 Meetings of the POC

The meetings will take place as per DMC schedule and terms of reference or charter (whichever is applicable).

5 PROJECT MANAGEMENT COMMITTEE (PMC)

The Department shall establish the Project Management Committee (PMC).

5.1 Purpose of the PMC

The purpose of the PMC is to coordinate all activities of the project and overall management of the project. The PMC will serve as an immediate support for the project manager on matters that are beyond the project managers functions.

5.2 Roles of the PMC

5.2.1. Development of the project plan, including the monitoring implementation of such a plan.

5.2.2. Monitor project expenditure against the budget and look for resources to support the project.

5.2.3. Define the project outcomes and ensure success in achieving the project outcomes.

5.2.4. Identifying the priorities in the project where the most energy should be directed.

5.2.5. Put in place risk management mechanisms to ensure risk identification, mitigation and monitoring.

5.2.6. Ensure project milestones are achieved within budget and on set timelines.

5.2.7. Report and account to the POC on all issues related to the project.

5.2.8. Providing advice (and sometimes making decisions) about changes to the project as it develops.

5.2.9. Escalate to POC or HOD any issue that require intervention that is beyond the functions of the PMC.

5.3   Membership of the PMC

5.3.1. Members of the committee shall be appointed in writing by the HOD.

5.3.2. Members are not allowed to transfer their membership.

5.3.3. Members of the committee are appointed based on their job, therefore by virtue of an official occupying a position mentioned as part of the committee, that official shall automatically become a member of this committee.

5.3.4. The committee may co-opt any official appointed by the NWDoH to assist in performing a specific task. Co-opted members will serve for the duration of the task at hand and will not have voting rights in the PMC meetings.

5.3.5. The core membership shall be as follows:

a)   Chief Director: Strategy and Systems (Chairperson)

b)   Director: ICT (Project Manager)

c)   Deputy Director ICT Projects and Contract Management

d)   CEOs of participating hospitals

e)   Heads of Clinical Services of participating hospitals

f)   Heads of Nursing Services of participating hospitals

g)   Chief Directors of participating districts

h)   PHC Manager Rustenburg sub district

i)   Head: Pharmaceutical Services (Province)

j)   Representatives from the service provider (Not more than three)

5.4   Meetings of the PMC

The PMC shall meet a minimum of once every month or as and when needed to accomplish its duties. The committee should report its findings and recommendations to the DMC (POC).

A quorum shall be counted based on the voting members only. A quorum shall be formed by 50% +1 of voting members. Decisions in meetings shall be taken by consensus or simple majority with the official presiding having both casting and deliberative vote. A meeting shall not make any formal decision if a quorum is not achieved.

6   PROJECT TECHNICAL COMMITTEE (PTC)

The Department shall establish the Project Technical Committee (PTC).

6.1   Purpose of the PTC

The purpose of the PTC is to coordinate daily activities of the project and resolve all technical aspects of the project. The technical aspects of the project are not limited to ICT technical issues, they include, daily operational matters and business process issues related to provision of services. The PTC will serve as an immediate support for the project manager on daily technical issues that require attention of the members.

6.2   Roles and responsibilities of the PTC

6.2.1.   Monitoring of daily activities of the project.

6.2.2. Resolve all daily technical issues related to the project, including business process and operational matters that may hamper the success of the project.

6.2.3. Providing input to the development of the project plan, including the monitoring of implementation of the plan.

6.2.4.   Identifying the priorities in the project where the most energy should be directed.

6.2.5. Monitoring and mitigation of daily risks that may hamper the achievement of project outcomes.

6.2.6. Prepare monthly reports for presentation to the PMC on all activities related to the project, including management of risks.

6.2.7. Escalate to PMC, Hospital CEO, and CD: Dr Kenneth Kaunda District and CD: Strategy and Systems any issue that require intervention that is beyond the functions of the PTC.

6.3 Membership of the PTC

6.3.1. Members of the committee shall be appointed in writing by the HOD.

6.3.2. Members are not allowed to transfer their membership.

6.3.3. Members of the committee are appointed based on their job, therefore by virtue of an official occupying a position mentioned as part of the committee, that official shall automatically become a member of this committee.

6.3.4. The committee may co-opt any official appointed by the NWDoH to assist in performing a specific task. Co-opted members will serve for the duration of the task at hand and will not have voting rights in the PTC meetings.

6.3.5. The core membership shall be as follows:

   a) Director: ICT (Project Manager)

   b) Deputy Director: ICT Projects and Contract Management

   c) Heads Clinical Services for two hospitals

   d) Heads of Nursing Services for two hospitals

   e) PHC Manager Rustenburg sub district

   f) Deputy Director: ICT Infrastructure

   g) ICT representative from hospitals

   h) Representative from Bojanala and Dr RSM District Offices (SMS level)

   i) PHC Manager Rustenburg Subdistrict.

   j) Facility Manager (Tlhabane CHC)

   k) Head Pharmaceutical Services for two hospitals

   l) District Pharmacist for two participating districts

   m) Representatives from the service provider (not more than three)

6.4 Meetings of the PTC

The PTC shall meet a minimum of once every month or as and when needed to accomplish its duties. The committee should report its findings and recommendations to the PMC.

A quorum shall be counted based on the voting members only. A quorum shall be formed by 50% +1 of voting members. Decisions in meetings shall be taken by consensus or simple majority with the official presiding having both casting and deliberative vote. A meeting shall not make any formal decision if a quorum is not achieved.

7 PROJECT MANAGER

7.1 Responsibilities of the Project Manager

7.1.1. Facilitate the development of a project plan.

7.1.2. Managing deliverables according to the plan.

7.1.3. Leading and managing the project team.

7.1.4. Determine the methodology used on the project.

7.1.5. Establish a project schedule and determining each phase.

7.1.6. Assigning tasks to project team members.

7.1.7. Communicating with upper management.

8   DATE OF IMPLEMENTATION AND REVIEW

This Charter shall be applicable for the duration of the project and shall cease to operate after the project has been formally closed by submission of a close out report to the HOD and DMC.

9   Approval:

Recommended/ not recommended

_____   18/08/2023

Mr. J. De Beer   **Date**

Chief Director: Strategy and Systems

Approved/ not approved

_____   24/08/2023

Mr. O. E. Mongale   **Date**

Head of Department

North West Department of Health