

Quality Improvement Charter Instruction Guide

Why would I use this tool?

The Quality Improvement Charter is the first step in the execution of your quality improvement project. It establishes the purpose, scope, measures and targets necessary to achieve success. It identifies key members of the Quality Improvement team as well as the Executive Sponsor of the project. Support from organizational leadership will help team members maintain their focus and momentum and protect them from being overloaded with other work.

A Quality Improvement team can use this tool to plan its project, communicate with leadership and keep track of the changes being made. The Quality Improvement Charter is a “live” document to be used throughout the improvement project. It is used to answer and clarify the very first question in the Model for Improvement: “What are we trying to accomplish?” The Quality Improvement Charter is a tool that will help the QI Team to continuously monitor system performance, in particular during the “Designing and Testing Solutions” phase.

How do I use this tool?

1. Gather your quality improvement team to discuss the opportunities for improvement that have been presented or discovered. Engage the team and other staff to discuss the background, nature and extent of the problem. Ensure that the Quality Improvement Charter is shared with your Executive Sponsor.
2. Define your aim statement (how much, by when).
3. Create a timeline for each phase of your improvement project.
4. Begin to define the measures that will be used to demonstrate progress. Connect measures to the goals and outcomes of the charter.
5. Use the Quality Improvement Charter at every team meeting or huddle to ensure that your activities continue to be aligned with the aims and scope of the project.

What do I need to use this tool?

Materials

- Quality Improvement Charter template
- Pen and/or pencil

Timing

The process of developing a Quality Improvement Charter requires several meetings to clearly define the elements of the project.

Setup

This tool should be filled out as a team. The Executive Sponsor should expect to sign off on the Improvement Charter and to be briefed as the project progresses.

What tips and tricks will be useful in facilitating this tool?

- Encourage the Quality Improvement team at the start, rather than presenting them with a completed document for review.
- Early engagement of the Quality Improvement team will help to build momentum and generate consensus and a sense of purpose regarding aims that have been outlined in the Quality Improvement Charter.
- Ensure that the Quality Improvement Charter is used at every meeting to provide a focus for discussion and ensure that the team regularly reflects upon its aims. Keep record of ideas generated by both staff and Quality Improvement team members.
- Asking all team members to sign the Quality Improvement Charter promotes commitment to the change effort and ensure that the team agrees upon the expressed aims.