

# Project charter development

“Well begun is half done.” – Aristotle

# What is a project charter?

- Guides the work of the team
- States the problem to be solved
- The boundaries
- Team roles and responsibilities
- Sets the expectations for what the team will do and accomplish
- Project plan
- Schedules

# Team roles

- Sponsor
  - Help to legitimise the team's work
  - Provides time and resources when needed
- Leader
  - Project manager, drives improvement activities
- Quality Improvement facilitator
  - Consults on improvement and measurement
- Process owner(s)
  - Know how things really work around here. Have ideas for change, tests the changes
- Clinical experts or champions
  - Understands the science, lead culture change

Team members: six to eight people

# Project scope

- Focus on something that is important to your organisation – is there a particular harm that has occurred in your organisation?
- What resources do you have to complete the work?
- What is the degree of complexity?
- Who do you have, or who could be, on your team?
- What data is available, or able to be developed to support measurement of the project?

# What are we trying to accomplish?

## Our aim

- A clear, overarching description.
- Define the system, its boundaries, its primary customer, the problem and the chosen improvement.
- How good? For whom? By when?

# Tips for developing aims

- Achieve consensus and state the aim early.
- Include outcome goals – the specific measures can be developed later.
- Revise as you develop drivers and measures and think through changes.