

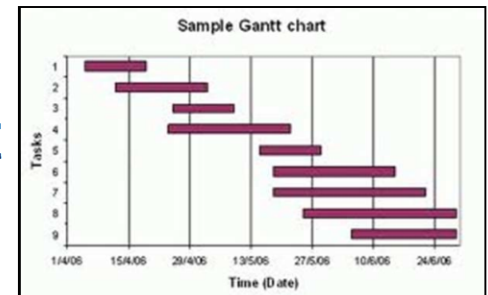
# *First, Do No Harm*

Karen O'Keeffe  
Clinical lead



# Project Charter

- Challenges you to think through the problem and potential improvements
- Helps you outline the scope and boundaries for your project (when does it start and when does it end)
- Focuses the timeline for your project
- Provides a document that can foster communication and education



# Key Components of a Charter

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- ✓ Overview (Aim)
- ✓ Problem Statement
- ✓ Project Scope
- ✓ Expected Outcomes
- ✓ Measures
- ✓ Ideas for Change



# Quality improvement a team game

If you want to go fast,  
go alone

If you want to go far,  
go together

*African proverb*

# Project team roles

- **Sponsor**
  - Ensure project aligned with organisational goals – project team work is legitimised
  - Provides time and resources required
- **Leader**
  - Project manager, drives the improvement activities
- **Quality improvement facilitator/advisor**
  - Supports the team on improvement and measurement

# Project team roles...

- **Clinical experts or champions**
  - Subject matter experts, lead culture change

Team member: 6-8

# Project scope

- What is the area of focus – clarify the system to be improved, which patient population, and timeframe project will undertake.
- Provides guidance and clear communication on the area of focus – assist in keeping on track

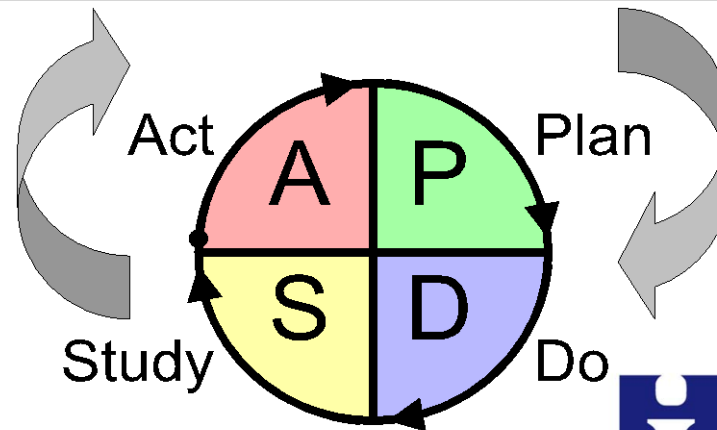
# The Three Questions

AIM: What are we trying to accomplish?

MEASURES: How will we know if a change is an improvement?

CHANGE: What changes can we make that will result in improvement?

*The charter is your initial step toward answering the three questions of the Model for Improvement!*





# Question #1: *What are We Trying to Accomplish?*



**Developing the team's  
*Aim Statement***



# Constructing an aim statement

- *Boundaries*: The system / area to be improved (scope, patient population, process to be address, beginning and end)
- Specific **numerical goals** for the **outcome**
  - Ambitious but achievable
- Included time frame (**How good by when?**)
- Define team, sponsor, resources, barriers

» RC Lloyd IHI

# Constructing an Aim Statement

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- **Involve senior leaders**
  - Obtain sponsorship (geared to the project's complexity)
  - Provide frequent and brief updates (practice the 2 minute elevator speech)
- **Focus on issues that are important to your organization**
  - Connect the team Aim Statement to the Strategic Plan
  - Build on the work of others (steal shamelessly!)

# Example aim statement

To reduce constipations from 17% to 5% in post-operative total joint replacement patients by December 2015.

# Check Points in Developing an Aim Statement

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## AIM Content

- Explicit over arching description
- Specific actions or focus
- Goals



## AIM Characteristics

- Measurable (How good?)
- Time specific (By when?)
- Define participants and customers

# Break out session

- Start on your group's project charter:
  - Template in your packs
  - Create an AIM STATEMENT
  - Define Team Members
  - Describe Scope
- Feedback on the teams aim statements, group critique