Quality Improvement Charter – Instruction

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 Quality Improvement Process: "What are we trying to accomplish?" The Improvement Charter is a tool that will help the QI Team to continuously monitor system performance, in particular during the "Implementing Change" phase.

Quality Improvement Steps

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). Please see Ontario Health's *Quality Improvement Science* guide for more information.
3. Create a timeline for each phase of your improvement project.

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4. Begin to define the measures that will be used to demonstrate progress. Connect measures to the goals and outcomes of the charter. Please see Ontario Health's *Measurement for Quality Improvement* guide for more information.
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	Timing	Setup
• Quality Improvement Charter template • Pen or pencil	The process of developing a Quality Improvement Charter requires several meetings to clearly define the elements of the project.	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?

- Engage 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 a 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 ensures that the team agrees upon the expressed aims.

Quality Improvement Charter – Tool

Project title:

Organization or site:

Executive sponsor:

Team lead(s):

Team members:

Benefits to clients/patients/residents

Problem statement

(What's wrong with quality in the organization?)

Aim statement

(What are we trying to accomplish? Over what time? Numerical target for improvement.)

Measures

(How will we know if we are improving?)

Outcome measures

Measure	Baseline Performance	Target	Year-End Performance

Process measures

Measure	Baseline Performance	Target	Year-End Performance

Balancing measures

Measure	Baseline Performance	Target	Year-End Performance

Change ideas

(What can we do that will result in improvement?)

Business case

(Are the organization and/or health system costs reduced by addressing the problem?)

Link to organizational strategy:

Project term (start and finish dates):

Project budget:

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@OntarioHealth.ca
Document disponible en français en contactant info@OntarioHealth.ca

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