QI Project Charter

Team: **Project:**

What are we trying to accomplish?

Problem

Describe in 2–3 sentences the existing condition you hope to improve (i.e., the gap in quality):

Rationale

Explain in 4–5 sentences why the current system or process needs improvement. Include baseline data and relevant benchmarks, e.g., from the literature:

Aim Statement

What outcome, in measureable terms, are you hoping to accomplish? Specify **how good, for whom, and by when** — i.e., by what exact date:

Expectations

Why have you chosen the aim you've set forth? Explain, in specific terms, what you believe will be the beneficial outcomes of this project:

How will we know a change is an improvement?*

Outcome Measure(s)

List the measure(s) you ultimately want to affect as a result of this project:

Process Measures

List the measures that will tell you if the parts or steps in the system are performing as planned to affect the outcome measure:

Balancing Measures

List the measures that will tell you whether you are introducing problems elsewhere in the system:

In this section, define your project-level measures. Provide operational definitions, which specify unambiguously how to derive each measure. For example, define such characteristics as "accurate," "complete," or "timely" in specific terms. If your measure is a percent or rate, specify the numerator (e.g., patient encounters before which providers washed hands) and the denominator (e.g., total patient encounters). If it is an average, identify the calculation for deriving the average. If it is a score, such as a patient satisfaction score, describe how to derive that score.

What changes can we make to improve?

Key Stakeholders

Whose input and support will this project require?   How will you engage these key stakeholders?

Barriers

What barriers do you predict to your success?   How will you overcome these barriers?

Change Ideas

How will you learn more about the process or system you're trying to improve? (e.g., interviews with people within the process, cause and effect or driver diagrams, etc.)

What ideas do you have for initial tests of change (PDSA cycles)?

Institute for Healthcare Improvement