

<b>Title:</b>		<b>Scope/Boundaries:</b>	
<b>Team</b> Executive Sponsor:  Team Lead/Process Owner:  Improvement Advisor:  Team Members:  Other Stakeholders:		<b>Problem Statement/Reason for Improvement:</b>	
<b>Aim Statement:</b>		<b>Measures – Outcome and Balancing</b>	
<b>Root Causes of the Problem:</b>	<b>Change Ideas:</b>	<b>Process Measures:</b>	
<b>Anticipated Barriers and Mitigation Strategies:</b>		<b>Anticipated Timeline Key Milestones</b>	
<b>Resources Required:</b>		<b>Signatures:</b> Executive Sponsor: _____  Process Owner: _____	

<p><b>Title:</b> Project Title</p>	<p><b>Scope/Boundaries:</b> Indicate the beginning and end steps and the process being focused on and/or what's in scope, what's not in scope</p>
<p><b>Team</b> List the names and positions for:  <b>Executive Sponsor</b> (someone on senior management who will be accountable at a senior level, will remove barriers, ensure adequate resources are provided, etc)  <b>Team Lead</b> (Person accountable for leadership of the project team and accountable for day-to-day project progress)  <b>Process Owner</b> (often the unit manager or person in a management position accountable for the process being improved; this person often acts in the position of Team Lead)  <b>Improvement Advisor</b> (Someone who does not necessarily have content expertise, but provides and builds QI expertise in the team; if the Process Owner is not the Team Lead, the IA may act in the position of Team Lead)  <b>Team Members</b> (ensure individuals from the front line who are most familiar with the process are included, and where possible, "suppliers" and "customers" who may be impacted through inputs to or outputs from the process; consider a client)</p>	<p><b>Problem Statement/Reason for Improvement:</b></p> <ul style="list-style-type: none"> <li>. What is the problem and what parts of the organization does it impact/touch, what populations does it impact (include reflections on current performance)?</li> <li>. Why is it important to the organization and to your customers? Is it linked to a strategic priority?</li> <li>. Include data or other evidence that demonstrates that it is a problem</li> </ul> <p><b>Aim Statement:</b>  Articulate your aim stating "How much" (amount of improvement – eg 30%) , "by when" (a month and year, a day if you wish), "as measured by" (an outcome measure that aligns with one of the six domains of quality that matter to your customers)</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>. Outcome Measures (identify when the Aim Statement is developed)</li> <li>. Process Measures (these are defined after generation of change ideas; require at least one for every change idea)</li> <li>. Balancing Measures (Identify when the Aim is established, or when change ideas are identified)</li> </ul>
<p><b>Root Causes of the Problem:</b>  If derived from a Process Map, these may be reflected in terms of wastes; regardless of the tools used to arrive at root cause, ensure you have drilled down either through 5 Why's or data to get to true root cause; and use data to validate the root causes, when possible.</p>	<p><b>Change Ideas:</b>  What are they?  What is the hypothesized relationship between the root causes and the change ideas?  Is there evidence in the literature or elsewhere for the relationship?</p>
<p><b>Anticipated Barriers and Mitigation Strategies:</b>  What challenges are you anticipating that might stall your project timeline and how might you plan to mitigate these challenges?</p>	<p><b>Anticipated Timeline</b>  Over how many months will the project be conducted? If possible, specify start date by month and year, and end date by month and year</p> <p><b>Key Milestones:</b> Identify key points over the project duration at which time you anticipate key deliverables/results</p>
<p><b>Resources Required:</b>  Budget, Dedicated Staff Time (if necessary for senior management to know, especially if the dedicated time is significant) For example, if you require the team to be available a half day every week, a process owner to spend 20% of his/her time, back-fill for front line staff, etc</p>	<p><b>Signatures:</b> Signals that these individuals have read the Charter and are aware of the project focus, and at minimum, commit to and agree with the design, set up, and resource requirements at the early stages.</p> <p>Executive Sponsor: _____</p> <p>Process Owner: _____</p>