

# Project Charter INSTRUCTION

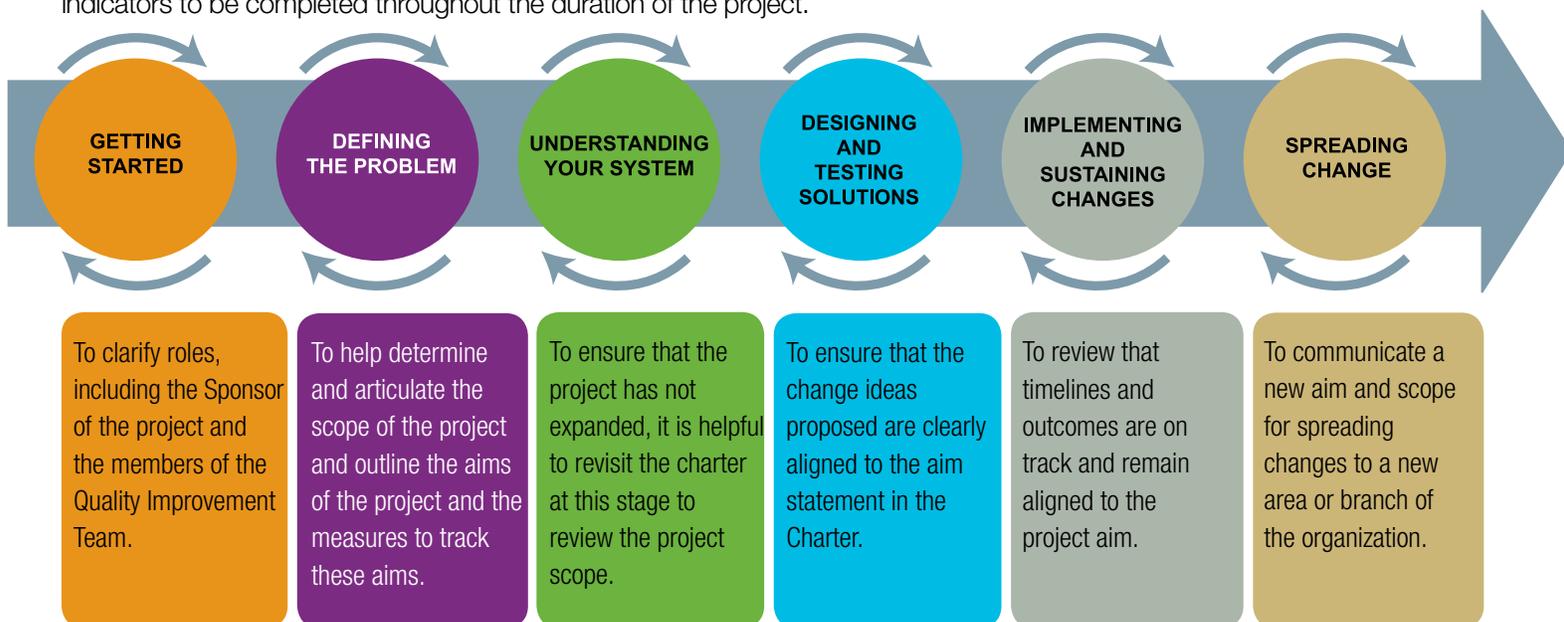
## Why would I use this tool?

The Project Charter is an essential first step on your quality improvement journey. It sets out the purpose, scope, measures and targets of success. It identifies the Executive Sponsor of the project and key members of the Quality Improvement Team. The Charter also sets out in a clear and concise manner the time and resource allocation for the QI project, which is crucial given the competing priorities that could otherwise sidetrack the team. Demonstrated leadership support will help team members maintain focus and momentum and protect them from being overloaded with other work.

A robust Project Charter is an indication that the organization has considered the work to be completed at each phase of the QI Framework and has made the QI project an organizational priority, with clear linkages to the strategic aim of the organization.

## How would I use this tool differently at different stages of the QI Framework?

The Project Charter is started by the leadership of the organization at the outset of the project and may have specific indicators to be completed throughout the duration of the project.



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## How do I use this tool?

The Project Charter can be initiated as the organization begins to contemplate embarking on a QI journey.

1. Leadership and the Quality Improvement Team Lead or Improvement Facilitator can start the Charter, providing all of the information that is available at the outset of the project.

Describe:

- the high-level aims that the project will work toward and how they relate to your organization,
- the benefits for the customer in your system (patients, clients, residents),
- who will be on the team and who the Team Lead will be.

Indicate:

- the measurements to support the aim of the project, and the methods and frequency of collection,
  - the business case for embarking on the project,
  - the anticipated start and finish dates,
  - the budget for the project.
2. Share the Project Charter with the Quality Improvement Team, and more broadly, with the entire organization.
  3. Review the Project Charter at leadership and team meetings.
  4. Update the Charter as the work progresses.

## What do I need to use this tool?

### Materials

- Charter Template
- Pen/pencil

### Timing

This tool requires several meetings in order to clearly define the elements of the project.

### Setup

Ideally, the Charter is undertaken and completed as a team.

## What tips and tricks will be useful in facilitating this tool?

Ideally, Leadership completes the Project Charter with the QI Team Lead or Improvement Facilitator.

The Charter should be revisited/updated each time an improvement phase is completed.