

Forming the Team

Once the topic for improvement is chosen, assemble a team of individuals that represent each function that is involved in that topic. (The people who do the work need to change the work.) Including the right people on a process improvement team is critical to a successful improvement effort. Teams vary in size and composition. Each organization builds teams to suit its own needs.

To be successful, a QI initiative needs the support of the whole team and ideally not more than 10 people so as to keep it manageable.

Identify a leader who is respected and has credibility among their peers. Consider including constructive skeptics who have legitimate concerns but are open to change. Also, a team may choose to include a member from outside their clinic or practice. For example, you may consider a Diabetes Educator from DMC if your QI topic is Diabetes.

CHECKLIST:

- Have we included a representative from each discipline that touches the work?
- Have we considered including receptionist and administrative staff who support the work?
- Have we identified a team leader?
- Do we have a physician champion on the team?
- Should we include a constructive skeptic on our team?
- Do we have someone with QI skills to facilitate our progress?
- Should we consider an external stakeholder?

Together the project improvement team will answer these questions:

1. What are we trying to accomplish? (AIM)
2. How will we know if a change is an improvement? (MEASURE)
3. What changes can we make that will result in improvement? (CHANGE)

Once these three questions are answered, the team implements rapid cycle improvements using PDSA`.

