Improvement Charter

A written plan, sometimes called an Improvement Charter, is a documented plan to guide the work of your team. Charters are useful for projects because they:

Healthcare Excellence Canada

Clarify purpose

Limit the tendency to get off track

Outline roles of various team members

Show where to start

Determine when the project is finished

To be effective and meaningful, your charter needs to be thoughtfully planned and crafted. The clearer your direction, the higher your chances of success. Your improvement charter is an iterative document and should be updated regularly, accounting for changing team dynamics and the evolution and refinement of your initiative.

General Information

LTC Site Name	
Project Title / Focus	
Team Lead(s) *When possible, it is good to have co-leads for your project so it can continue if there are any staffing challenges.*	
Executive Sponsor *A QI team must have senior leadership support to make system-wide, lasting change. This is the person who will help you to break down barriers to improvement. Make sure you have leadership engagement from the start to make it easier!*	

Team Members
A QI team should generally have 5-8 people (at least three) to support diverse opinions and experiences, as well as share the work, making it a team effort.

Name	Role/Title	Project Responsibilities

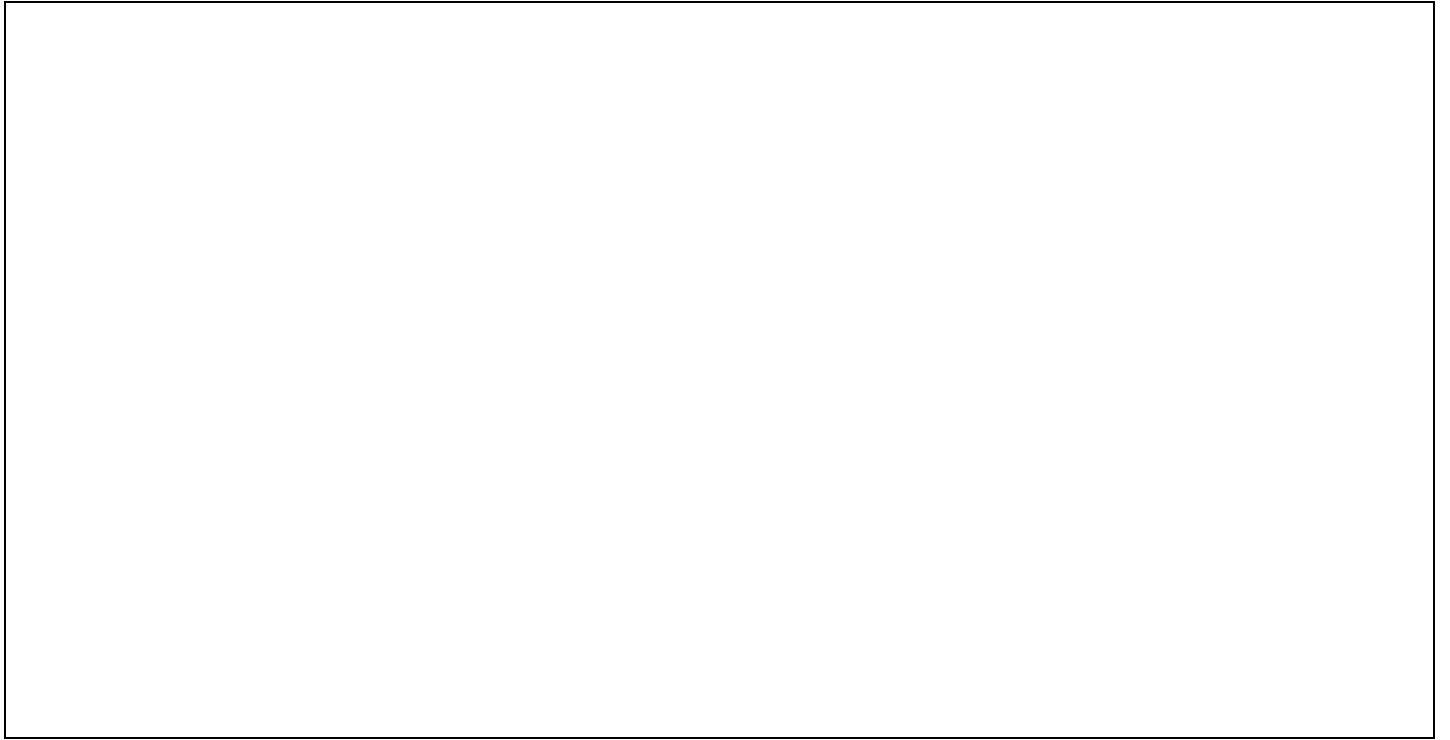# Project Description

Problem statement – What is the reason for undertaking this improvement project? What issue are you trying to address?

Aim statement – What will improve? By when? By how much?

How will we know that a change is an improvement? Measures – what can we track to show us how we are doing? Teams are asked to identify **at least one outcome measure** to track during the 12-month program.

Please indicate if your outcome measure(s) is intended to track improvements towards:

☐ Healthy Workforce (HHR)

☐ Person-centered care (PCC)

☐ Both

What changes can we make that will result in improvement? Change ideas – what changes can we test to improve care?

How will we manage the improvement project? How will our team work together? Who will do what? What are the key dates? Your team should work to come up with a plan that works for you and your timeline. Please note that you should be meeting to review the data at least once a month to determine if you should adapt, adopt, or abandon the changes that you are testing, and see if you are making progress toward your aim (without negatively impacting other parts of the system).

PLANNING		
Key Milestones / Deliverables	Timeline / Completion Date	Roles / Responsibilities