

Quality Improvement Basics

Building Your QI Team

StratisHealth

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Objectives

After completing this module, participants will be able to

- Identify when a QI Team is needed
- Describe the various roles found in a QI team
- Describe the responsibilities of the roles within the team

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When is a team needed?

- Changes will be made that affect multiple roles that work together, not just an individual
- A multidisciplinary team is needed
- A process is involved
- The problem is recurring - past efforts to improve haven't worked
- Multiple cycles of improvement may be needed
- Information needs to be gathered systematically to clarify issues
- The issue is not a “quick fix” - rather a deeper system or process problem

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Common Team Roles



Project sponsor



Data specialist



Team leader/Project manager



HIT Champion/specialist



Meeting facilitator



Scribe/Note taker



Team contributor

- Not all roles are always present or necessary
- Some roles are fulfilled by the same person
- Consider rotating roles and responsibilities



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Sponsor



- Determines scope and authority of QI team
- Assists in defining purpose
- Secures necessary resources for the team
- Reviews and provides feedback regarding project outcomes
- Helps disseminate information about the project's purpose and outcomes throughout the organization

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Team Leader/Project Manager



- Secures organizational support and necessary resources with the sponsor
- Identifies and recruits team members
- Drives and manages the project; follows charter, work plan, and timeline
- Ensures tests of change are implemented
- Oversees data collection
- Schedules meetings and develops agenda
- Responsible for the communication plan

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Meeting Facilitator



- Works with team leader to prepare agenda and ensure presence of meeting resources
- Guides discussion through three phases of opening, narrowing, and closing
- Keeps group conscious of purpose, progress, and time
- Periodically synthesizes and summarizes themes to test understanding
- Assists in identifying and resolving conflict
- Assists in developing action steps

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Team Contributor



- Participates fully to support and achieve the goals of the project charter
- Helps gather and interpret needed information
- Acts as liaison with others in the organization as needed
- Provides subject matter expertise about processes they carry out
- Advances their learning and skills about QI as they engage in the project

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Data Specialist



- Collects and aggregates data
- Helps with reporting and data visualization needs
- Conversant and knowledgeable about the content and topics presented in the “Using Data” module
- Team members can grow into this role during the QI project

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Health Information Technology Champion /Specialist



- Could be an information technology (IT) and/or information systems (IS) resource
- Could be staff or functional role who has had extra training in the electronic health record (EHR), often a “super-user”
- Supports team in leveraging electronic systems to achieve the project goal
- Provides perspective based on deeper understanding of the EHR or other electronic systems

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Scribe/Note Taker



- Prepares and distributes notes covering:
 - Major discussions points
 - Conclusions and decisions
 - Action items

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In Summary



- Why it's important to identify when a QI team is necessary
- What the various roles are in a QI team
- What the responsibilities of the roles are within the QI team

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