

## **Improvement Project Charter/ Aim Statement Tips**

### ***WHAT ARE WE TRYING TO ACCOMPLISH? Aim & Rationale***

1. Charter relates to organization's strategic plans/objectives.
2. Charter description clearly states need for improvement.
3. Expected impact to the organization is clear (clinical outcomes, cycle time, financial etc.)
4. Improvement clearly points to process, product or service or sub-system improvement.
5. Impact on patient or external customer is clear.
6. Expected outcomes are clear and the team will know when it has completed the project.
7. Specific, numerical goals to be attained.
8. Project can be completed within time frame.

### ***HOW WILL WE KNOW A CHANGE IS AN IMPROVEMENT? Feedback & Measures***

1. An appropriate family of measures is identified
2. Measures identified are directly related to the project description, objectives, and goals.
3. Historical data exist on performance of the process or product to be improved.
4. Outcome, process, and balancing measures are specified.
5. Measures can be collected at intervals frequent enough to assess progress on the project
6. Improvement in the project measures can reasonably be expected within project time frame
7. Financial impact is easily calculated and supported by the organization's financial group.

### ***PARTICIPATION: Team Membership***

1. All appropriate subject matter knowledge is represented on the improvement team
2. Process owner (authority to make changes) is represented or Sponsor of team.
3. People with detailed knowledge of the targeted system are on the team.
4. Patients, customers or suppliers are on the team.