Quality Improvement Team Development Guide

Identifying Key Players
- Team development is critical
- Start small and expand
    – Choose people who work well together, are passionate about QI
- Diverse members provide comprehensive perspective on practice
- Team drives results and communicates progress with the rest of the office

Roles and Responsibilities
- Physician Champion- leads the Quality Improvement Efforts, acts as a liaison to other physicians
- Nursing Champion- knowledgeable about clinic structure and current practices, acts as liaison to other clinical staff
- Administrative Champion- knowledgeable about administrative processes, acts as liaison to other administrative staff
- Representative from IT (if available)- understands processes of care and technical aspects of data collection and interpretation
- Day to Day Team Leader- keeps team on track, schedules regular meetings, records progress

Selecting Members of the QI Team
- Represents any discipline and ideally works directly with the system targeted for improvement
- Is willing to learn from other team members
- Is willing to maintain open communication with staff, leadership, and consumers
- Is willing to assume individual responsibility that contributes to the team's success
- Commits to the success of the improvement project

Power of a team
- Efficient use of resources are required
- Cooperation is essential to implementation
- Team members have a stake in the outcome
- The process involved is cross-functional
- No one individual has sufficient knowledge to solve the problem

Getting Started
- Identify people who might be threatened or hesitant about QI
    – Brainstorm strategies to address concerns
- Create list of areas for improvement
    – Brainstorm among group and reach out to stakeholders
- START SMALL
    – Sudden large changes disrupt office procedure and put patients at risk

Stages of Team Growth

Stage 1: Forming

Team members are exploring the boundaries of acceptable group behavior and are trying to establish their positions and status within the team. It is normal at this stage to see little progress.

Stage 2: Storming

Team members realize the task is different and more difficult than first imagined. They are beginning to understand one another and realize how the different communication and social styles are affecting them. Storming takes on many different forms, but it almost always occurs before progress can begin.

Stage 3: Norming

Team members begin to accept the individuality of each person, trust the ground rules to maintain equality in the process, and realize competitiveness must yield to cooperation. With this shift in team energy, they start to make significant progress.

Stage 4: Performing

Team members now have insights into personal and group processes in this stage. They recognize, and even anticipate, how they can each contribute to the mission. They quickly identify and resolve interpersonal communication problems and develop a synergy that enables rapid progress.

Tips for a Successful Team

Set Ground Rules

Establish an Effective Team Meeting Process

      Clarify the purpose and objective for the meeting

      Determine who will be timekeeper and take team minutes

      Review prior meeting's action list

      Review agenda and work through items

      Outline action steps

      Feedback on meeting effectiveness

Communicate team actions and progress to the entire group

Solicit feedback from entire group on successes and challenges