



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (31/12/2018)



EQUIP's best wishes for 2019: to plan well!

Our best wishes for 2019 are for celebration – and loads of it! – around your successful, joyful improvements. And the difference between a wish and reality is in a successful plan – so leaving you with a few tips to start the year, as you choose new projects and continue working on existing ones.

Common errors in choosing improvement projects:

- **Selecting a process beyond your authority or control.** I.e, trying to change the amount of money we get per patient! Not that you or anyone else *shouldn't* do this, but it's not team improvement work – that's all. So pick something you can actually change.
- **Selecting a project that no one is really interested in.** Billy-No-Mates struggles to get people to the party. And when he does, they're still not going to dance.
- **Selecting a process to implement rather than a problem to investigate.** (I've done this. Like, 30 or 300 times.) A team investigating a problem will often discover new information about the nature of the problem, which in turn can lead to better solutions. "Managers" need not apply – team players only.
- **Selecting a problem in transition.** This is a waste of time and resources. I.e working on a registration process if this is about to be offered digitally for every practice soon.

- **Selecting a *system* to study, rather than a *problem*.** You definitely have a greater chance for success if you focus on a smaller process versus improving any part of the system as a whole!

So. You've got your project. You've tested it against the common errors, it still stands, and you're still excited to get your team together to make magic. You know your team: your sponsor, coach, team leader, and team members. (If you have no idea what I'm talking about, after picking up the pieces of my broken heart, may I suggest you go back to read *EQUIP chats team roles: who is who, in your team?*, sent to you by yours truly on 1st November. At 12:39. In case you were, like, *flooded* with emails that day.)

Anyhow. Back on track. You've allocated roles and selected folks.... our pressie for the new year is an easy chart with all the roles and responsibilities that people in teams have. Who recommends changes? Who reports back to partners? When on *earth* does this elusive sponsor engage? Read on.

Roles and responsibilities for Improvement Projects

	Sponsor	Coach	Team Leader	Team member
BEFORE	1. Select & define project: identify Coach & Team Leader; draft charter			
	2. Select team members	2a. Help select team members	2a. Help select team members	
		3. Clarify roles and responsibilities; identify education and training needs of team; complete the charter; draft project plan		
	4. Orient team; answer questions about charter			
DURING		5a. Help as needed	5. Review charter and review with Sponsor	
		6a. Help plan	6. Plan project and team meetings	
		7a. Observe, train, coach as needed	7. Lead meetings; teach tools/skills to team during meetings	7b. Participate in meetings; help facilitate meetings
			8. Handle meeting logistics and admin tasks; monitor schedule and resources	8a. Help with admin tasks
	9. Provide needed resources			
		10b. Coach as needed	10. Do tasks between meetings; coordinate team's work	10a. Do assignments between meetings
	11. Represent team interests to the practice			
	12. Review progress regularly with entire team; make decisions as needed	12a. Regularly meet with Sponsor, Team Leader, and Team Members for joint reviews	12b. Regularly meet with Sponsor, Coach, and Team Members for joint reviews	12c. Regularly meet with Sponsor, Coach, and Team Leader for joint reviews
			13. Make recommendations for changes	
	AFTER	14. Decide on recommendations		
15. Celebrate project completion!!				
16. Ensure monitoring of changes			16a. Make sure project documentation is complete and on Life QI	
	17. Use lessons learned in future improvements			

Hope this is helpful in allocating tasks and also serves as a reminder around the major stages of a team's improvement journey....

Here's wishing an ambitious, innovative, joyful 2019 – we are certainly EQUIPPed with the tools to make it such.

HAPPY NEW



YEAR!!!!

Virginia, Tom, Jenny, Clemence, Alex, Jack, Meena and all our jazzy coaches