

Project Charter

What are you trying to accomplish (Your aim statement)?

Aim

This is your 'elevator speech': a brief statement (2-3 sentences max) of what you intend to accomplish. Outline how much better you want the area for improvement you are addressing to be. And when you expect to achieve this by. Be realistic here. Your aspirations must be balanced by some idea of how you can get there.

What is the rationale for your improvement aim and your project scope?

- Outline why the area for improvement you are focussing on is important. What problem will it solve and what is the impact of doing nothing?
- How do you know this is a problem and what is your starting position (e.g. what baseline data do you have that tells you how your system and processes are currently working?).
- How big a gap is there between where you are and where you want to be?
- Who, specifically, will be affected by the success or failure of this project (children impacted by your services, staff, patients, community, etc.)?
- How many people/how large an area will be affected by your project?
- How does it fit into the strategic vision of your organisation?
- What is the expected impact (outcomes, benefits, cost)
- Why do you believe the timescale you have set is realistic (remember a timescale of up to 9 months is recommended for this project)?

How will you know that a change is an improvement?

Measures

How will you monitor your progress toward your goal(s)? List the process and outcome measures you plan to track.

- **Outcome** - how you will track the progress of your improvement aim
- **Process** - how you will know how the parts of the system you need to change (to get you to your improvement aim) are performing and the impact of your changes on these.
- **Balancing** - do you need to keep watch in case your action has a unintended impact on other parts of the system or to see if something unrelated to your project is influencing project success?

What changes can you make that will lead to improvement?

Ideas for Change

Do you have some initial ideas that your team can test to move toward your goal? What can you change about how your processes and system currently operate to make things better? Tasks and activities are different to change ideas and should not be included here. They are included in the next section.

- What is evidence is out there about what works?
- What are the subject experts telling you?
- Have you conducted any 'as is' analysis, cause and effect, process mapping etc that has generated change ideas?

What initial activities do you have planned?

These are the *tasks* associated with your project (not to be confused with change ideas) e.g. setting up an improvement team, gathering baseline data, conducting exercises and applying improvement tools to help you understand how the system is working and generate change ideas

Participation (Team membership) and Leadership support

Who will be in your improvement team?

Consider:

- Is appropriate subject matter expertise included/ represented?
- Are process owners who can make changes represented?
- Have you included representatives of those impacted by your project: families, young people, patients, customers etc
- What about a finance representative , if appropriate?
- Has a sponsor with link to executive level for leadership support been identified?