

Building your Quality Improvement (QI) Team

Overview

A dedicated project team is at the core of any successful quality improvement initiative. Understanding the unique skills and perspectives each team member brings is central to the successful implementation of quality improvement (QI) initiatives.

A high-performing team is successful, productive and effective and leads to greater innovation than individuals working alone.

There are five key elements to building high-performing teams:

- **Psychological safety:** Can we take risks on this team without feeling insecure or embarrassed?
- **Dependability:** Can we count on each other to do high-quality work on time?
- **Structure and clarity:** Are the goals, roles, and execution plans on our team clear?
- **Meaning of work:** Are we working on something that is personally important for each of us?
- **Impact of work:** Do we fundamentally believe that the work we're doing matters?



What is a QI Team?

A QI team is a group of individuals with diverse backgrounds, expertise and perspectives assembled to implement specific improvement initiatives within an organisation. The purpose of a QI team is to identify areas for improvement, develop and implement strategies to address these areas, and monitor progress towards achieving defined quality goals. A QI team can also be known as a project team or a working group.

A steering committee is a group of high-level stakeholders responsible for providing guidance, oversight, and strategic direction for a project or initiative. Unlike a QI team, a steering committee usually does not engage in the day-to-day implementation of improvement efforts but rather sets overall goals, approves plans and budgets, and monitors progress at a higher level.

Who needs to be on your QI Team?

Each of the following QI team roles will contribute unique perspectives, skills, and knowledge to the QI team, ensuring a comprehensive approach to problem-solving and improvement efforts. Ensuring you have representation across all of these roles and skill sets will foster collaboration, promote innovation and buy-in, and increase the likelihood of achieving and sustaining quality improvement goals.

Project lead:

responsible for the planning, execution, and monitoring of initiatives They coordinate the QI team's efforts, ensure adherence to project timelines and quality standards, and facilitate continuous improvement efforts to achieve organisational goals.

Project sponsor:

provides leadership, strategic direction, resources, and support to ensure the success of the initiative. They secure necessary funding, communicate its importance to stakeholders, remove obstacles and provide guidance to the project team.

Subject matter expertise:

offers specialised knowledge and insights related to the specific area targeted for improvement. They provide guidance on best practices and identify opportunities for enhancement to ensure that proposed solutions are effective and aligned with current evidence.

Consumer/lived experience:

someone with real-world experience of the problem to be solved. These individuals help shape the project's goals, design, and outcomes,

ensuring that solutions are relevant, user-friendly, and meet the needs of those directly impacted by the improvement efforts.

Quality improvement expertise:

someone with specialised knowledge and skills in methodologies to analyse processes, identify areas for improvement, implement strategies to enhance efficiency and effectiveness, and measure outcomes to ensure sustained progress and organisational excellence. They can provide guidance on selecting appropriate measures, collecting data systematically, and interpreting results accurately.

System/Process expertise:

someone who will be affected by the change and who has a deep understanding of organisational systems, workflows, and operational processes that will also be affected by the change. Try to include a range of perspectives on the same process.

Additional resources

To learn more about Quality Improvement you can access the following resources:

- [SCV Quality Improvement Toolkit](#)
- [Institute for Healthcare Improvement website](#)
- [NSW Clinical Excellence Commission Quality Improvement Tools](#)
- Video Resource: [IHI Your QI Team](#) (2 mins)

QI Team Member Matrix

Effective QI teams are multidisciplinary and include different areas of expertise.

1. Write the names of your team members along the left column.
2. Check off the boxes below to reflect the expertise they bring or perspective they are representing (*team members may fill more than 1 role*)

Project:

NAME / ROLE	PROJECT LEAD	PROJECT SPONSOR	SUBJECT MATTER EXPERTISE	CONSUMER/ LIVED EXPERIENCE	QUALITY IMPROVEMENT EXPERTISE	SYSTEM/ PROCESS EXPERTISE	OTHER:

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