

QI Team Member Matrix Worksheet

Effective QI teams are multidisciplinary and include different areas of expertise. Write the names of your team members along the top row. Check off the boxes below to reflect the expertise they bring or perspective they are representing.

What will each person bring to your QI project team?							
<p>Project sponsor</p> <p>Consider: Can this person relieve barriers to your work and ensure you have the resources you need?</p> <ul style="list-style-type: none"> • Tip: The project sponsor might be a committee chair, department director, or executive leader. He or she should be kept informed but may not regularly attend meetings. 							
<p>Day-to-day process owner</p> <p>Consider: After the project ends, will this person continue to be involved in implementing and maintaining the improvement?</p> <ul style="list-style-type: none"> • Tip: The process owner is usually the team leader. 							
<p>Experience with improvement science</p> <p>Consider: Has this person participated in past improvement initiatives or undergone formal training in QI?</p> <ul style="list-style-type: none"> • Tip: A free online course is available from the IHI Open School to help QI novices learn the basics. 							
<p>Technical/clinical expertise</p> <p>Consider: Does this person have subject matter expertise in an area relevant to the project?</p>							
<p>Knowledge of the system/process</p> <p>Consider: Does the problem or opportunity affect this person?</p> <ul style="list-style-type: none"> • Tip: Try to include a range of perspectives on the same process, e.g., include patients, providers, people with historical or institutional knowledge, etc. 							
<p>Customer/patient experience</p> <p>Consider: Can this person represent the point of view of the patient or customer?</p> <p>Tip: Improvement work should always be customer-centered. Think about the end user in your design and design <i>with</i> instead of <i>for</i> that person.</p>							