Building a Better Health Service | Seirbhís Sláinte Níos Fearr á Forbairt
National Quality Improvement Team

1. Why?

It is helpful to have a detailed understanding of what the project entails and how it will be measured. The charter template helps to identify gaps within the current proposal that can be addressed at an early point in the project. Project Charters are required for level 2 projects.

2. How?

Use the prompts to answer specific questions about the project. Complete each section as you go. It's helpful to use clear language which can be understood easily and consistently by anyone who reads it.

Project Name:

Project Lead:

3. What are we trying to accomplish?

Aim statement (How much improvement? For whom? By when?)

Problem to be addressed (Defines WHAT broadly)

Reason for the effort (Defines WHY broadly)

Expected outcomes and benefits (Defines WHAT specifically)

What are we not trying to do? (What's outside the scope of the project?)

4. How do we know that a change is an improvement?

Measures that will be used to monitor the impact of this improvement effort

Process (Are the parts of the system performing as planned?)
•
•

Outcomes (What is the impact or result for the service user or other stakeholders?)
•
•

Balancing (What else might have happened as a result of the changes that have been made?)
•
•

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5.	What changes can we make that will lead to improvement? (PDSA) And how will this be done

In this section you can include details of how the project will be set-up and work in practice (based on the Model for Improvement); sponsorship; duration; project team. You can also include initial activities and ideas for PDSA cycles.

High level milestones	Timeframes

6.	Project risks

7.	Project Team

Role (examples only)	Name
Sponsor	
Project Lead	
Team member 1	
Team member 2	

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8. Other resources required (e.g. space, people, time, training)

Resource required	Name

9. Project assumptions (e.g. assuming enough resources to deliver on project)

10. Reporting and governance arrangements

11. How do you plan to share learning and results of project?

Pre- approval from other committees (if applicable):

Agree to proceed: Yes ☐   No ☐   Decision:

Head of Department/Line Manager: Date:

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