Forming a Team

Teams typically outperform individuals.

A team is a small group of people with complementary skills, committed to working together toward a common purpose, holding one another mutually accountable. The work of a project team focuses on system-level processes in order to achieve sustainable improvements.

Identify all members who will work on the project

Teams should have three to four members who will plan, implement, and evaluate the work of the team.
Roles of team members should include:

- **Process Owner:** Holds direct responsibility and ownership of a particular process.
- **Team Leader:** Initiates the project and is responsible for leading the team. Typically, the most senior member of the team.
- **Team Member:** Participates on the project team and is responsible for carrying out actions within the project action plan. Some examples of key team members are:
  - **Champion:** Physician or provider with authority and influencing ability among peers.
  - **Frontline Staff Representatives:** Those directly involved with the day to day process.
  - **Topic experts:** Those who have the expertise, skills, knowledge, and experience in the area of focus.
- **Administrative Support:** Provides assistance, materials, information, or services needed to carry out the project.
- **Ad Hoc Members:** Subject matter experts/specialists that join the team intermittently to provide information on a specific topic or area.

Assess current project team

Assess the team to ensure that it includes appropriate members from various levels of the organization who work in areas related to the topic chosen for improvement.

- Include direct care staff, administrators, supervisors, and ancillary departments such as pharmacy, nutrition, social service, therapy, and environment.
- Involve staff members from various shifts and units.

Team Roster

Team Members		
Name	**Position**	**Contact Information**
Alternates/Ad Hoc:		

This material was prepared by Health Services Advisory Group (HSAG) Hospital Quality Improvement Contractor (HQIC), under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Publication No. XS-HQIC-QI-05122021-01

Page | 2