

How to build **your QI Team**

RACGP Standards – 5th edition	C3.4 – Practice communication and teamwork QI 1.1 – Quality Improvement activities
PIPQI measure alignment	

Goal		
What are you trying to accomplish?		
To build a QI Team to drive quality improvement activities and embed continuous quality improvement processes by		
Measure		
How will you know that a change is an improvement?		
Select the measure appropriate to your building team activities: <ul style="list-style-type: none"> • Number of times QI is added to the staff monthly meeting agenda. • Number of hours allocated for protected time for team to implement QI activities now (at baseline) and the number after the improvement activity. • Number of QI Team meetings now (at baseline) and the number after the improvement activity. 		
Changes		
What changes can we make that will lead to an improvement?		
Assign roles and responsibilities	Date completed	Notes
Identify the QI Team to drive quality improvement work and nominate a QI Team Lead.		
Allocate protected time for the QI Team each month to perform required tasks.		
Assign roles and responsibilities according to staff skill, interest and position. Your practice may need to update or assign new roles and responsibilities across your team in order to participate in QI activities. When people are assigned to roles, it authorises them to carry out certain actions.		

This resource has been adapted from information developed by Wentworth Healthcare.

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Update all staff position descriptions to include these new roles and responsibilities. Ensure quality improvement roles and training are incorporated into new staff orientation processes.		
Communicate with the practice team		
Identify the method that will be used to inform and update the practice team on any changes as a result of QI activities that affect different staff at the clinic (e.g. staff meetings, email, noticeboard).		
Ensure all staff are advised of the chosen communication method.		
Undertake regular staff meetings		
Create a monthly schedule of meetings and invite all staff.		
Create/review an agenda for each meeting including an update on quality improvement work.		
Allow for staff to contribute ideas on agenda items.		
Distribute minutes following meetings and ensure staff are aware of any follow up needed.		
Invite guest speakers to staff meetings on priority areas to build staff knowledge and awareness.		
Review and reflect		
Ensure regular review of changes are made to ensure a successful transition to new workflows: - What is working well and what is not? - What should we do more/less of? - Is there anything that we should stop doing?		
Involve the team in developing and implementing ideas for change related to the QI activities.		
Allow opportunities for staff feedback.		

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