

QI Roles and Responsibilities

Coach	Project Lead	Team Member	Sponsor	Involving service users (clinical teams) or stakeholders (non-clinical teams)
<ul style="list-style-type: none"> • Teach and explain use of QI tools and methods • Support project teams in using QI methodology • Provide monthly update on team progress to sponsor • Provide facilitation and feedback to the project team/lead 	<ul style="list-style-type: none"> • Facilitate regular project meetings (ideally biweekly) • Coordinate work • Drive results • Provide expertise and experience 	<ul style="list-style-type: none"> • Participate in regular project meetings • Help facilitate meetings • Take on assignments • Share responsibility for results • Provide expertise and experience 	<ul style="list-style-type: none"> • A senior member of staff • Support formation of stable team at start of project • Scan the monthly progress reports • Regular liaison with project leads (at least monthly) • Help unblock barriers faced by project teams 	<p>It is important to think about how you will capture the views of service users or stakeholders. For example, understanding their experience if the team are not enjoying work. Once you've started testing change ideas, it will be helpful to know whether service users or stakeholders have noticed any benefit.</p> <p>Involvement can be achieved by identifying one or two service user(s) or stakeholder(s) who could provide some level of consultation to your project team, and possibly attend meetings when necessary. For clinical teams you could also ask for feedback at community meetings, or for non-clinical teams at other meetings when the wider team get together.</p>