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Sponsor Role Definition

Sponsor: A Senior Executive Leader responsible for ensuring direct reports & their individual departments within the service area are committed & aligned to the strategies & overarching goals that define a World Class Medical Center.

Performs the Following Tasks:

- Ensures organizational alignment of PI work & SMART Goal (AIM statement) for the projects.
- Secures and provides resources to get results.
- Helps identify stakeholders & set the stage for PI with other leaders
- Removes political & hierarchical barriers that hinder good work (ie. work flow issues that crossover into multiple departments)
- Meets at least once a month w/ Champion, Process Owner and IA to drive progress.
- Build will – tell stories. Give inspirational examples where a test of change has made an impact. This will connect team members and staff to the aim and establish an understanding of the team's objective within the organization.
- Encourage people to do things outside of what they normally have to do.
- Communicates with the staff, colleagues and executives to discuss the work, results and challenges. Rounding at project meetings, department meeting or PDSA tests on a monthly (bi-weekly ideal) basis.
- Hold clinicians accountable and keep them engaged.

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Champion Role Definition

Champion: Leader responsible & accountable to the organization for the performance, results & sustainability of the PI work. The Process Owner reports to the Champion.

Performs the Following Tasks:

- Develops the detailed business case to support the need for the PI project.
- Helps determine & establish SMART Goal (AIM statement) with the Team
- Sponsor & Champion create the burning platform for the SMART Goal (AIM statement) with the project team.
- Helps IA determine project team membership & releases staff to work on project for at least 1 hour working sessions weekly.
- Meets at least once a month w/ Sponsor, Process Owner and IA to drive progress.
- Provides system view to the project team on intra- & inter- department dependencies.
- Removes barriers inhibiting team progress and escalate to Sponsor early fo
- Communicates with the staff, colleagues and executives to discuss the work, results and challenges. Rounding at project meetings, department meeting or PDSA tests on a monthly (bi-weekly ideal) basis.
- Informally calls the IA every other month to check in on project.
- Makes tough decisions that might cause short term conflict for long term gain
- Holds Process Owner accountable for sustaining the results
- Attends PI Executive Council w/ IA, when requested, to provide project status report.

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Process Owner Role Definition

Process Owner: Front line leader who directly supervises the workers doing the process. They are responsible & accountable for the outcome measurements of the process being improved. They own the process & are responsible for maintaining the results using process management tools post project transition. Sometimes the Process Owners may also be the Champion.

Performs the Following Tasks:

- Works with Sponsor, Champion and IA to develop the SMART Goal (AIM statement).
- Sponsor & Champion creates the burning platform for the SMART Goal (AIM statement) with the project team.
- Provides system view to the project team on intra- & inter- department dependencies.
- Provides team with current performance metrics.
- Helps team determine project process measures & post project leading indicators.
- Makes tough decisions that might cause short term conflict for long term gain.
- Recognizes and defends against scope creep.
- Attends weekly project team meetings & becomes an expert on the process & the process metrics.
- Meets at least once a month with the Sponsor, Champion and IA to drive progress.
- Attends PI Executive Council with IA as requested to provide status report on project.
- **Monitors the Leading Indicators, and sustains the results post project.**