

Unit Based Team Charter

_____ (dept/workgroup)

Last Update:

Purpose

A UBT is a collaborative partnership comprised of frontline staff, managers, and clinicians. In alignment with system, medical group and medical center goals, Our UBT will identify clinical and operation improvement opportunities within our unit and innovate solutions together. The goal of the UBT is not only to get better results, but to improve the way that we get those results, the way we work together as a team, and the way it feels to be at work.

Method

- Working on no more than 2-3 critical areas at a time, the UBT will improve through running frequent, small, measurable tests of change in order to make a measurable impact.
- The UBT Coordinating Committee will meet regularly to select issues, design experiments, learn and adjust, and track progress.

Scope

- The UBT shall focus on the work of the unit, with an eye toward improving the patient and caregiver experience of care.
- Collective bargaining topics are out of scope, though issues may be escalated to the LMPC or other appropriate body.

Meeting Ground Rules

- Decisions will be made by consensus
- Be on time and present
- Follow the agenda, and come prepared
- One person talks at a time
- Everyone has a voice
- Participation equals progress
- Respect confidentiality
- Listen to understand
- Think and talk possibility – ‘what would it take?’
- All meeting participants will strive to communicate content to rest of dept

Goals

Select no more than 2-3 issues to focus on at once. Issues should be meaningful to patients and staff and aligned with system goals:

Issue 1:

Measure:

Goal (what by when):

Issue 2:

Measure:

Goal (what by when):

Issue 3:

Measure:

Goal (what by when):

Roles

UBT Leadership	Coordinating Committee																						
<p>UBT Co-Leads (direct/facilitate improvement work of team, Coordinating Committee meetings, encourage broad participation):</p> <p>Labor: _____</p> <p>Management: _____</p> <p>Clinician (optional): _____</p> <p>UBT Co-Sponsors (support the co-leads, remove barriers, align UBT work to system goals, focus not just on results themselves but how we get results):</p> <p>Labor: _____</p> <p>Management: _____</p> <p>UBT Coach (help UBT use PI tools, adhere to UBT structure, support learning): _____</p>	<p>UBT Coordinating Committee (made up of a broad spectrum of roles, helps select issues to focus on and solutions to test, and helps implement changes):</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;">Name</th> <th style="width: 50%; text-align: left;">Title/Shift/Area</th> </tr> </thead> <tbody> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> </tbody> </table>	Name	Title/Shift/Area	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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Meetings

UBTCC mtg: Co-lead Prep Mtg: Idea Board huddle:

Lift off checklist:

Date for co-leads to train department: prep:

Date to confirm/inform UBTCC members:

Date of first meeting: