

Six team talking points for sponsors

See key questions for each topic on the back.



UBT Name: _____

Date: _____

Topic	Discussions Points	Comments
Meeting Basics	Discuss meeting frequency, team membership, and co-leads roles.	
Metrics	Discuss status of metrics. <ul style="list-style-type: none">• Identify metrics that aren't being met and plans to address them	
Goals	Review SMART goals.	
Tools	Review graphs/run charts* being used in team meetings. Confirm UBT Tracker is being used. <ul style="list-style-type: none">• Review project summary report	
Training/ Resources	Discuss training plans and resources being engaged. <ul style="list-style-type: none">• Identify current needs	
Sponsorship	Discuss any barriers to performance.	

* According to materials available through the Institute for Healthcare Improvement (www.ihl.org), "Run charts are graphs of data over time and are one of the single most important tools in performance improvement." For more about run charts and how to create, use and understand them, visit LMPartnership.org and type run charts in the search bar.

Sponsor Name: _____

Key questions to ask your teams

1. Meeting Basics

- » How often is the meeting held?
- » Who attends the meeting (all department, representatives)?
- » How do the co-leads plan the agenda?
- » Are the meetings co-led?
- » How does the UBT communicate back to the department?

2. Metrics

- » Do you review metrics every meeting?
- » How are you performing in the following areas:
 - Attendance?
 - Missed Meals and Breaks (MM&B)?
 - Overtime?
 - Service?
- » What is your plan to address areas in which you are not performing well?

3. SMART Goals

- » What are your SMART Goals related to the Metrics?
 - How did you perform (with attendance, MM&B, overtime, service) at year-end and where do you want to be by June 30 of next year?
- » What are your SMART Goals related to department projects you are working on?
 - In regards to the department project(s) you are working on, what are the measures/metrics you are looking at to monitor your success?

4. Tools

- » Show me some examples of graphs/run charts you are using.
 - Have you been able to make a line graph showing how you performing over time for any of your projects?
 - If so, can you identify on the graph when you tried a new process in order to see how the change impacted your performance?
- » Have you entered your performance improvement projects into the UBT Tracker?
- » Do you have a copy of your latest project summary report from the UBT Tracker?

5. Training

- » What trainings have you had this year?
- » What trainings are you planning to receive in order to make sure you can move up a level (or maintain your level if you are a 5)?
- » What resources from the Local Resource Network (LRN) has your team engaged?
- » Does your team need assistance with team building, facilitation, performance improvement, etc?

6. Sponsorship

- » What are your barriers to performance at this time?
- » How can I support you as a sponsor to your team?