
ASSEMBLING A TEAM

Identify core members of the implementation team and engage them in planning sessions.

Successful programs utilize the team in creating, supporting, and following the plan for family history risk assessment. Your team should have a provider champion and an implementation manager. The provider champion will act as the lead change agent within the practice. At a minimum, the champion will lead decision making during the planning stages, negotiating consensus among stakeholders. During implementation, he or she will maintain communication and enthusiasm among the other providers. The champion should be a respected and recognized leader within the practice as well as a practitioner who will ultimately use the system alongside his or her colleagues.

The implementation project manager will drive the implementation process by tracking and supervising the activities that need to take place. In the planning stages, the project manager will ensure that the necessary information is gathered and provided to the key decision makers and that decisions are made in a timely and appropriate manner. During the later implementation phases, this person will, at a minimum, create and oversee the timeline for setup, training, and launch. In some practices, the office manager may step into the project manager role. In some instances, the same person may act both as champion and as implementation project manager.

PARTICIPANTS

Clinical champion, implementation lead, stakeholders

WHAT YOU'LL NEED

[Goals Worksheet](#)

BARRIERS

Competing priorities, time, staff, infrastructure

STEPS

- 1** Identify the clinical champion and implementation project manager.
- 2** Identify the additional stakeholders that should be included in team meetings and project planning. Which clinicians and staff should be involved in discussions about goals for cancer family history collection and assessment? Determining which stakeholders to engage should be based, in part, on who has relevant expertise (i.e., anyone whose job is affected by current processes), whose job will be affected by the new process, or who will be involved in the implementation process (e.g., the office manager). Consider including patients as stakeholders.
- 3** Engage stakeholders throughout the planning process to set shared goals, identify the pain points in the current process, brainstorm potential solutions, and define desired outcomes.