



Team Charter

Why a Team Charter?

Teams work more effectively when they are united towards a common purpose, when individual responsibilities are known, and when all team members are clear about their roles and expectations. A Team Charter facilitates ownership of collaborative working relationships in the care environment. It enables the team to function in an empowered manner and provides a link between the team's goals and the over-arching AHS mission, vision and goals.

What is a Team Charter?

A Team Charter is a collaboratively developed description of the team member's responsibilities, accountabilities and working relationships in the care environment. It defines the purpose of the team, team values, operating rules, and accountabilities. It provides the scope and approach to collaboration, outlines expectations, behaviours, and commitments. It also provides an agreed-upon process to resolve interprofessional conflict.

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CHILD & FAMILY EXPERIENCE	PROVIDER EXPERIENCE	OPERATIONAL LEADERSHIP
My care team works well together.	I am part of a team that works well together.	I'm confident we hold ourselves accountable to function respectfully in the workplace.





Who

The entire Collaborative Care Team

When

The Team Charter is established by the Collaborative Care Team. The Team Charter is a living document and should be revisited on a regular basis and when new team members are oriented to the practice setting.

Where

The Team Charter is developed at the practice setting.

How

Using available resources and templates, the practice setting leader facilitates the development of a Team Charter with input from all team members. This can be accomplished in a variety of ways, for example:

- Schedule meetings with the entire Collaborative Care Team.
- Break into smaller groups to each contribute, and then bring the all the information together to identify common themes.
- Select representatives to build the charter framework, and then bring it back to the larger team to complete.

Key Components of a Team Charter include the following:

- Team Vision or Purpose
- Mutual Expectations
- Team Members Roles and Responsibilities
- National Interprofessional Competencies*
- Accountability and Sustainability Agreement
- All members of the Collaborative Care Team sign the Team Charter.

Additional Tips

- Post the Team Charter so that it is visible to the entire Collaborative Care Team.
- Share reflections on keeping the Team Charter alive at team meetings.
- Include the Team Charter as part of the orientation plan for new team members.
- Determine a process for yearly reviews of the Team Charter.

***THE CANADIAN INTERPROFESSIONAL HEALTH COLLABORATIVE (CIHC) NATIONAL INTERPROFESSIONAL COMPETENCY FRAMEWORK**

OUTLINES SIX COMPETENCIES REQUIRED FOR EFFECTIVE INTERPROFESSIONAL COLLABORATION

- 1) interprofessional communication
- 2) patient, client, family, community-centered care
- 3) role clarification
- 4) team functioning
- 5) collaborative leadership
- 6) interprofessional conflict resolution

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