



POLST Implementation Team Key Roles and Responsibilities

These roles are meant for **guidance** only. Team structure may vary based on organizational size, resources, and needs. Individuals may fulfill more than one of these roles.

A Clinician who can:

- Champion POLST and serve as subject matter expert (SME) for POLST within organization
- Provide clinical input to POLST workflows and policies, including electronic health record (EHR) and ePOLST Registry processes and testing

A Project Manager who can:

- Manage implementation plan, timelines, meetings, and communication
- Provide progress reports and status updates to leadership. Escalate barriers and risks for resolution

A Health Information Technology Specialist who can:

- Advise on the interoperability between ePOLST Registry and EHR, translating clinical needs into EHR specifications
- Advise on the development of technical workflows incorporating ePOLST Registry
- Support testing, training, and go-live

Executive Sponsor who can:

- Serve as leader/administrative champion and liaison
- Approve project aims
- Advocate for resources

If available, consider these additional roles below.

A Quality Improvement (QI) Specialist who can:

- Facilitate workflow, policy, and process development using QI approaches
- Develop and track relevant metrics
- Use data to drive improvements and support consistent adoption

Education and Training Lead who can:

- Develop plan for training appropriate providers and staff
- Develop training around POLST workflows and policies

Communications Lead who can:

- Adapt MassPOLST patient-facing materials for organizational use
- Coordinate communication with community partners
- Develop internal and external communications plan

Patient and Family Lead who can:

- Share expertise to inform program decisions
- Review and shape consumer-facing materials and messages