Project Charter

Project Description / Purpose

Project Name:	*Increase Health Equity: Practice will increase the percentage of patients that are assigned to both behavioral health providers and on-site primary care provider.*
Clinic:	*Southwest Network Adult Integrated Clinics*
Process:	Paneling patients to PCP services to improve health outcomes and increase health equity.
TIP 2.0 Process Milestone:	*Developing and implementing process/procedures*
Project Description / Purpose	

Increasing panel size and coordinated care for the patients that receive care at the outpatient clinic is imperative to improve health outcomes. When the PCP and BH medical providers can review each other's records through a shared EHR and discuss cases, the patient should have better health outcomes as well as improved understanding of their health conditions.

Project Overview

Problem Summary:	*There are approximately 5000 adult patients receiving psychiatric care in the 4 adult clinic locations. Of these patients, less than 25% are being treated by on-site primary care providers (PCP). This causes a gap in providing all-inclusive services and having access to comorbid conditions through electronic medical record (EMR).* *50% of patients that are paneled to psychiatric providers are eligible (insurance) to receive care from PCP.*
Desired Outcome(s):	*By September 2025, there will be an Increased panel size for integrated providers to 35% (approximately 1750 patients).*
Benefits:	*Having shared EMR, availability for coordination of care activities, there will be increased access to care and coordinated service delivery. This will improve patient outcomes and decrease health inequities.*

Timeline

	Description of Task and Completion Dates
Task 1	*By July 31, 2024, all adult staff will be educated on improved coordination and service delivery for person centered whole health care.*
Task 2	*By August 1, 2024, educational materials will be available in the lobby of each clinic to distribute to patients coming in for services.*
Task 3	By December 31, 2024, panel size will increase by 5 % of eligible patients
Task 4	*By June 30, 2025, panel size will increase by 10% of eligible member*

Task 5	By September 30, 2025, 75% of members that are assigned to on site PCP will have attended an intake appt.

* Add new rows as needed.

Project Scope

In Scope Project Objectives
One of the areas the organization will focus on over the next year is to improve health equity across the population.   This will be accomplished by having incremental increasing in access to healthcare services. Improving access to care for both physical and mental health services, will be a priority for the organization.   This will be accomplished by increasing our patients that are assigned to both psychiatric and physical health care services; giving them access to preventative, routine, and crisis care services when they are needed.

Out of Scope Project Objectives or Activities
Having business director review all insurance carriers and increasing contracts with those that agency does not currently have contracts with.   If more contracts can be generated then more patients can be served. CEO/CFO will work on contract negotiations to improve reimbursement rate.

Project Team

Team Lead:	Crystal Domblisky-Klein, MPH	**Project Champion:**	Kim Drexel, LCSW
Process Owner:	Crystal Domblisky-Klein, MPH	**Process Manager:**	Katrina Noyes, MPA

Stakeholders			
Stakeholder	**Title**	**Department**	**Organization**
Amy Henning	*CEO/President*	*Administration*	*Southwest Network*
Nahid Nadiri, MD	*Medical Director*	*Adult / Children's Medical Director*	*Southwest Network*
AHCCCS			
Mercy CARE			

Project Team Members	
Name	**Team Role**
David Conger, LMSW	*Director of Quality, Southwest Network Admin*
Alex Romonoski	Director of Business Intelligence, Data
Janelle Westfall, LPC	Chief of Clinical Operations SWN

Signatures

Process Owner	
Project Champion	*Kimberly Drexel, LCSW*
Team Leader	