

Project Charter – Justice Spectrum Healthcare Group

Project Description / Purpose

Project Name:	Screening for Health-Related Social Needs
Clinic:	Statewide
Process:	Streamlining the processes for HRSN screening, brief intervention, and referral to treatment across all populations, statewide
TIP 2.0 Process Milestone:	Implement a process for screening for health-related social needs (HRSN) and connecting members seen to CBOs to address individual social needs
Project Description / Purpose	
This project will seek to improve processes within Spectrum Healthcare Group (SHG) pertaining to the screening of Health-Related Social Needs, with specific emphasis on improving efficiency, improving screening capture rates, decreasing variation among populations and locations. Process improvement will also specifically target members' connection to individualized social interventions.	

Project Overview

Problem Summary:	Spectrum has experienced significant growth over the last 5 years: in number of staff, in members, and in geographic footprint. Additionally, in the last month Spectrum has transitioned electronic medical records. Considering these changes, we have found variation and inefficiencies in the way we are screening for HRSN and connecting members to community resources. With a statewide presence, it has become a challenge to streamline processes while simultaneously allowing for geographic and community nuances (i.e. rural factors.)
Desired Outcome(s):	Improved efficiency in screening and referral processes, across all populations, statewide. Decreased variation among multiple locations. Improved development/memorialization of community-based resources, specific to population and geographic needs.
Benefits:	Increased number of members screened. Improved connection and referral pathways to community resources. Improved member engagement with HRSN community resources.
Population Nuances:	<p>Adult, pediatric, and justice community resources should be taken into consideration. Staff working with each population need to be trained on the community-based resources available to them, in their geographic location.</p> <p>Justice Population – Administered at point of intersection with SHG, intake and with annual tx plan update, and at yearly wellness exam. Staff are to be trained on the justice-specific CBO and HRSN resources specific to the region of residence of the patient, closer follow-up and engagement efforts may be needed for this population.</p>

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Timeline

	Description of Task and Completion Dates
Task 1	Implementation of PREPARE screening tool within NextGen, including populating alerts and interface with patient portal, for PREPARE by 7/1
Task 2	Staff that are patient facing to be trained on PREPARE tool by 7/30
Task 3	Identify count of CommunityCares (UniteUs) referrals made in-house to outbound CBOs, hitting at least 10 per facility AHCCCS ID by 9/1; running reports monthly
Task 4	Conduct initial audit of G and Z code utilization, with samples from adult, pedi, and justice populations; across multiple geographic locations by 8/30
Task 5	Conduct initial audit of PREPARE screenings completed, with samples from adult, pedi, and justice populations; across multiple geographic locations by 8/30

Project Scope

In Scope Project Objectives
<ul style="list-style-type: none"> - Memorialize how the Spectrum educates the member, obtains consent, performs HRSN screening and discusses screening results - Successful NextGen transition of PREPARE - Increased utilization of G and Z codes - Develop and maintain CommunityCares (UniteUs) registry, statewide, across all populations
Out of Scope Project Objectives or Activities
Fully complete NextGen transition, as that project will have an impact on all aspects of HRSN screening, staff training, and data tracking.

Project Team

Team Lead:	Jess Peters	Project Champion:	Jennifer Martinez
Process Owner:	Scott Couch	Process Manager:	Mario Lippy

External Stakeholders			
Stakeholder	Title	Department	Organization
Sebastian Blackwell	Customer Success Exec	UniteUs	CommunityCares
Stacy Charles	Project Manger	Implementation	NextGen

Project Team Members	
Name	Team Role
Tami VanDyke	PCP process specialist
Mario Lippy	BH process specialist
Cynthia Spicer	Intake process specialist
Paige LeForte	Crisis and Residential process specialist
Kyria Arasim	Anywhere Care process specialist
Morgan Hatch	Justice process specialist
Amanda Brooks	Data mining and process improvement

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Signatures

Process Owner	Scott Couch
Project Champion	JH BS
Team Leader	Peters