**CACTUS CHILDRENS CLINIC PROJECT CHARTER**

**Project Description & Purpose**:

Patients often face barriers accessing and affording food, shelter, housing, childcare and legal help. They also may feel threatened, depressed ill or be in pain. We will be implementing the SDOH screening during all yearly well checks to help increase access to the above services thereby improving our patient’s lives. Expectations is that parents will reach out to our staff and request services/assistance, allowing the staff to take procedural measures to get them care.

**Project Overview:**

**Problem Summary:**

Cactus Children’s Clinic has noticed an increased need with housing, food, transportation, access to mental health providers, and where to go if threatened or in an abusive relationship. We will be handing out a SDOH screening for parents to complete for each child during their yearly well check. We have already experienced a negative reaction when parents or patients need to complete other surveys including the PHQ9 and Peds Tool. We are working diligently to train all MA & front office staff to be encouraging and comforting while explaining the reasoning behind completing the survey. We further explain our goal is to help the parent/family with any barriers they may be encountering. We are planning to get parents to complete the screening prior to the appointment or during the appointment with the provider. Anticipated problems include parents taking longer to check in for appointment, longer times for MA’s to bring back to a room, longer times for our providers to complete their well exams, since they will have multiple surveys during the Peds Tool & PHQ9 ages or parents refusing to complete the form. Another problem is taking on the cost of hiring additional staff to process and follow the referrals because we do not currently have an employee that can absorb the amount of work that is needed. Additionally, it will take a longer time for our billing coder to scrub notes and claims prior to sending out.

**Desired Outcome:**

1. Barrier Analysis Report – Many parents with private insurances do not want to complete any screening tools because their insurances put the balance charged towards their deductible or non-covered service. Many parents do not want to fill out multiple forms when have multiple children being seen.
2. Intervention Plan – At this time we will keep track of the insurances that will not cover the cost and report back in our findings. This will need to be a topic brought up directly to the insurance companies. We will have MA’s assist parents with completing siblings form after 1st one is complete.
3. Education Materials – Our entire website can be changed in over 100 languages which has the medical advice needed. We will also make sure when we process a referral for a family that Contexture, PCCN or AZ Complete are aware of the family’s preferred language.
4. Training Programs – During our monthly meetings we will review strategies and the importance of completing or helping parent complete the SDOH form. We will discuss the best way to approach and talk to parents when they are completing their SDOH form. Help them understand the importance of health equity and how we can help the needs of our patients.
5. Progress Reports - Each month during our meeting we will be giving updates on the progress of the collection of SDOH forms. We will also take feedback from the staff on the pros and cons of collecting the information and parent feedback they are hearing.

**Project Goal**

Our goal is to give families the benefit/access to any services necessary and implement ways we can improve increasing SDOH screening while streamlining the referral process to meet these needs. At the beginning of our project, we are hoping to receive 20% of the screenings completed by our parents. We are expecting for 1-2% of our patients will ask for access to services. We hope as process develops, parents will possibly ask for services at a non-well check appointment which allow us to give them another screening at that time and refer out.

**Benefits:**

Implementing these guidelines will provide advantages for both the Parents/Patient and Cactus Children’s Clinic. The patients will most greatly benefit through the accessibility to available services such as affording food, shelter, housing, childcare, abuse services and legal help. This access will in turn help their overall medical and mental health. Cactus Children’s Clinic will benefit by learning more information about their patients and families that will help with diagnosing and referring their patient to specialty services.

**Timeline:**

**Task 1** - June 4, 2024 - we formed our project team and assigned roles.

**Task 2** - June 13, 2024 – We met with different departments and trained them on their roles for the SDOH process. Gave them education material on SDOH, what it is and what is the reason we are implementing

**Task 3** – On June 27, 2024 – We had a final meeting to re-review the full process of implementation of the SDOH screening. July 1, 2024 we will implement the SDOH screening.

**Task 4** – We will be gathering feedback from our providers, staff and patients regarding the effectiveness of the referrals and how we can adjust our strategies based on this feedback.

**Project Scope:**

**In scope:**

The primary objective of this project is to complete SDOH screening during yearly well checks for all AHCCCS patients.

**Out of Scope:**

Complete SDOH screening during yearly well checks for Private insurances.

**Project Team**

Lead: Debbie Bailey

Project Champion: Mike Bailey

Process Owner: Debbie Bailey

Process Manager: Debbie Bailey

**Stakeholders:**

Debbie Bailey – Office Manager - Cactus Children’s Clinic PC

Mike Bailey – Data analyst - Cactus Children’s Clinic PC

Sangeeta Ojha – Medical Director - Cactus Children’s Clinic PC

**Project Team Members:**

Adriana Aldama – Clinical records information specialist – Cactus Children’s Clinic PC

Kristen Schrutt – front office supervisor - Cactus Children’s Clinic PC

David Chavez – Medical Assistant Lead - Cactus Children’s Clinic PC

Claudia Martinez – Referral coordinator - Cactus Children’s Clinic PC

Amber Fujino – Coder/Biller - Cactus Children’s Clinic PC