## Project Description / Purpose

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| **Project Name:** | Automated referral and tracking of justice involved individuals within the Valleywise Health (VH) electronic health record (EHR) |
| **Clinic:** | Avondale, Mesa, North Phoenix, South Central, Mobile Health Unit |
| **Process:** | Automate the referral and tracking process of justice involved individuals with our contracted Peer Run Organizations (PROs) within the VH EHR |
| **TIP 2.0 Process Milestone:** | Justice Milestone 7 |
| **Project Description / Purpose** | |
| Automation of the current referral and tracking process with our contracted PROs will allow for better coordination with ADCRR, enhanced collaborative outreach and engagement with individuals both prior to and immediately after release from prison, improvements in identifying and addressing the health-related social needs, and ensuring consistent follow-up for missed appointments, and identified physical and behavioral health service needs. | |

## Project Overview

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| **Problem Summary:** | Currently the referrals of justice-involved individuals are received by our contracted PROs and entered manually into a securely shared Excel spreadsheet. For every report that is run from the current tracker, an individual needs to download from the secure drive and manually alter fields to comply with reporting templates. There is a high opportunity for data entry and reporting errors, and no connectivity into the VH EHR for coordinated outreach and engagement. |
| **Desired Outcome(s):** | Having all the referrals entered directly into the VH EHR will improve efficiency, decrease data entry and reporting errors, reduce duplication of effort, and allow for better coordination, outreach and reporting. |
| **Benefits:** | Having all the referrals entered directly into the VH EHR will allow for better outreach, engagement and follow-up to meet the individuals physical, behavioral and health-related social needs, decrease opportunity for data entry errors, reduce duplication of effort. |

## Timeline

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|  | **Description of Task and Completion Dates** |
| **Task 1** | Assess the opportunity to automate this process in electronic health record – 10/2023 |
| **Task 2** | Develop the process for utilization - 1/2024 |
| **Task 3** | Program system changes - 8/24 |
| **Task 4** | Education to external/internal partners- 9/2024 |
| **Task 5** | Begin use of the tool within Electronic Health Record -10/2024 |

## Project Scope

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| **In Scope Project Objectives** |
| * Identified Justice sites of Avondale, Mesa, North Phoenix, South Central, Mobile Health Unit * Changes to VH EHR to allow for:   + External access to enter referral information   + Automated reporting in compliance with AHCCCS and ASU templates * Training, education, and monitoring of external users into the VH EHR |
| **Out of Scope Project Objectives or Activities** |
| * Specialty Clinics and other FQHCs not listed above * Populations not identified as justice involved |

## Project Team

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| **Team Lead:** | Vicki Staples | **Project Champion:** | Dr. Michael White |
| **Process Owner:** | Jose Luis Madera | **Process Manager:** | Melissa Thomas |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| Dr. Michael White | EVP and Chief Clinical Officer | Hospital Administration | Valleywise Health |
| VH TI 2.0 Steering Committee | NA | Cross-functional representation, including ambulatory care, care management, integrated behavioral health, IT, finance, quality | Valleywise Health |

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| **Project Team Members** | |
| **Name** | **Team Role** |
| Dr. Michael White | Project Champion |
| Vicki Staples | Team Lead |
| Jose Luis Madera | Process Owner |
| Melissa Thomas | Process Manager |
| Michael Parks | IT |
| Crystal Garcia | Quality |
| Peer Run Organization staff (CHR, Hope Inc., Hope Lives) | Receiving referrals, engaging individuals, scheduling appointments, entering information into tracker/EHR |

## Signatures

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| **Process Owner**  ***Jose Luis Madera*** | A close-up of a signature  Description automatically generated |
| **Project Champion**  ***Dr. Michael White*** |  |
| **Team Leader**  ***Vicki Staples*** |  |