## Project Description / Purpose

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| **Project Name:** | Williams Family Medicine – The Phoenix Dream Center Integration |
| **Clinic:** | *Williams Family Medicine* |
| **Process:** | *Health Equity Improvement* |
| **TIP 2.0 Process Milestone:** | *None* |
| **Project Description / Purpose** | |
| Summary of Phoenix Dream Center and Williams Family Medical Initiative The Phoenix Dream Center is a comprehensive 300 resident 1200 person a year boarding home providing shelter, support, and rehabilitation services to individuals in need, including victims of human trafficking, those struggling with addiction, and the homeless. They have direct ties to homeland security and the FBI, and are sponsored by major organizations in Arizona including The Phoenix Suns, Phoenix Childrens hospital, and Dignity Health. The Williams Family Medical Initiative, operating within the Dream Center, is dedicated to providing holistic, patient-centered healthcare services to this diverse and vulnerable population. Williams Family Medicine is taking over behavioral health services for The Phoenix Dream Center. Our First initiative is integrating community feedback and addressing social determinants of health, the initiative seeks to deliver equitable and effective medical care and mental health care, promoting long-term health and well-being for all residents; billing ahcccs for services and creating a successful model for other behavioral health organizations that utilizing medical practices to perform these services and take care of their medical services. This model is the future of this industry. | |

## Project Overview

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| **Problem Summary:** | Problem or Performance Gap The Phoenix Dream Center clinic, part of the Williams Family Medical Initiative, is currently facing a significant performance gap in terms of patient engagement, recalcitrant treatment options, and satisfaction and billing issues related to behavioral health. Many residents feel disconnected from the clinic, leading to low utilization of healthcare services and trust issues. The dream center is also unable to perform behavioral health services, finally turning this over to Williams Family Medicine. This disengagement is often due to a lack of trust, perceived cultural insensitivity, and a historical lack of community involvement in healthcare decisions within the patient population. Consequently, there are noticeable disparities in health outcomes among the community, often linked to unaddressed social determinants of health such as housing instability, food insecurity, and limited access to healthcare education; lack of staff and inadequate/ineffective billing also causes a financial strain on the phoenix dream centers 300 residents. Impact on Staff  * **Increased Burnout**: Clinic staff experience high levels of frustration and burnout due to inefficiencies and the inability to meet the diverse needs of patients effectively. * **Strained Relationships**: The lack of a structured feedback mechanism means that staff are often unaware of patient concerns until they escalate, leading to strained staff-patient relationships. * **Operational Inefficiencies**: Staff spend considerable time managing avoidable issues that arise from poor patient engagement and unaddressed social needs, detracting from direct patient care activities. * **Under paid staff**  Impact on Patients  * **Low Trust and Engagement**: Patients feel underserved and neglected, exacerbating distrust in the healthcare system. This results in lower clinic attendance and poorer health outcomes. * **Health Disparities**: The lack of tailored healthcare services and insufficient attention to social determinants of health contribute to significant disparities in health outcomes within the community. * **Underutilization of Services**: Due to the negative perception and lack of trust, many residents underutilize the available healthcare services, which can lead to worsening health conditions and preventable hospital visits. * **Leaving the Dream center and turning back to addiction**   By addressing these issues through the establishment of a Community Advisory Board and integrating community feedback into clinic operations, Williams Family Medicine and the Phoenix Dream Center clinic aims to bridge these gaps, improving both staff satisfaction and patient health outcomes and successfully billing for behavioral health services. |
| **Desired Outcome(s):** | Desired Outcomes of the Project  1. **Increased Patient Trust and Engagement**: By actively involving the community in decision-making processes through the advisory board, the clinic aims to rebuild trust and enhance patient engagement with healthcare services. 2. **Reduction in Health Disparities**: The project seeks to identify and address social determinants of health that contribute to disparities, ensuring all residents have equitable access to healthcare and support services. 3. **Improved Staff Morale and Efficiency**: Streamlined processes for collecting and acting on patient feedback will help reduce staff burnout by making their work more efficient and fulfilling. This includes providing staff with the tools and training needed to address the holistic needs of their patients. 4. **Tailored and Effective Healthcare Services**: This includes **Physical and Mental Health.** The clinic will be able to adapt its services based on real-time feedback from the community, ensuring that care is personalized and meets the specific needs of the Dream Center residents. 5. **Enhanced Community Health Outcomes**: By addressing both the medical and social needs of the community, the project aims to improve overall health outcomes, reduce preventable hospital visits, and enhance the quality of life for residents. 6. **Sustainable Community Engagement**: Establishing a community advisory board will create a lasting platform for continuous community involvement and feedback, ensuring that the clinic remains responsive to the evolving needs of the residents. 7. **Data-Driven Decision Making**: The project will generate valuable data that can be used to inform future healthcare strategies and initiatives, leading to continuous improvement in patient care and clinic operations. 8. **Successful billing of behavioral health**   **The Major desired outcome is effective mental and physical services being provided to the dream centers residents.** |
| **Benefits:** | Expected Results The project is expected to result in increased patient trust and satisfaction, reduced health disparities, improved staff morale and efficiency, and more tailored healthcare services. It will also foster sustainable community engagement and provide valuable data for continuous improvement. Additionally, this initiative aims to enhance the overall quality of life for residents by addressing both medical and social needs. |

## Timeline Dates will be adjusted to FIT AHCCCS T.I 2.0 timeline

**Establish Project Team and Define Roles**

* **Task**: Assemble the project team, assign roles, and define responsibilities.
* **Planned Completion Date**: July 15, 2024

 **Develop Community Advisory Board Framework**

* **Task**: Create a structure for the advisory board, including membership criteria, roles, and meeting schedules.
* **Planned Completion Date**: July 25, 2024

 **Recruit Advisory Board Members**

* **Task**: Identify and recruit diverse members from the Dream Center community.
* **Planned Completion Date**: August 5, 2024

 **Conduct Initial Training and Orientation**

* **Task**: Provide training and orientation for advisory board members on their roles, responsibilities, and objectives.
* **Planned Completion Date**: August 15, 2024

 **Set Up Communication Channels**

* **Task**: Establish effective communication channels such as email groups, forums, and newsletters to facilitate continuous engagement.
* **Planned Completion Date**: August 25, 2024

 **Hold First Advisory Board Meeting**

* **Task**: Conduct the inaugural advisory board meeting to discuss objectives, gather initial feedback, and set priorities.
* **Planned Completion Date**: August 31, 2024

 **Implement Feedback Mechanisms**

* **Task**: Develop and deploy tools for collecting continuous feedback from the community, such as surveys and suggestion boxes.
* **Planned Completion Date**: September 10, 2024

 **Integrate Feedback into Clinic Operations**

* **Task**: Begin incorporating community feedback into clinic processes and services, making adjustments as necessary.
* **Planned Completion Date**: September 20, 2024

 **Monitor and Evaluate Progress**

* **Task**: Regularly review the impact of implemented changes through monthly advisory board meetings and ongoing feedback analysis.
* **Planned Completion Date**: Ongoing, with initial evaluation by October 31, 2024

 **Report Outcomes and Adjust Strategies**

* **Task**: Document the outcomes of the project, share with stakeholders, and adjust strategies based on findings.
* **Planned Completion Date**: November 15, 2024

 **Sustain and Scale Community Engagement**

* **Task**: Develop a long-term plan for sustaining the community advisory board and potentially scaling the model to other clinics.
* **Planned Completion Date**: December 15, 2024

## Project Scope

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| **In Scope Project Objectives** |
| The project aims to establish a Community Advisory Board at the Dream Center/ Williams Family Medicine clinic to actively engage residents in healthcare decisions. This includes conducting monthly meetings, implementing structured feedback mechanisms like surveys and focus groups, and enhancing health equity by addressing social determinants of health. Additionally, the project seeks to streamline communication channels to ensure transparent and continuous dialogue between the clinic and the community, and to monitor and evaluate the impact of these initiatives regularly. We aim to measure our effectiveness at taking over physical and medical mental health of the dream centers patients. |
| **Out of Scope Project Objectives or Activities** |
| This project will not include the overhaul of the entire clinic’s IT infrastructure, major renovations of physical facilities, but may result in te development of new medical and mental health treatment protocols to fit billing. Additionally, it will not address external healthcare policies or insurance reform but may assist in guiding it. This project will not involve activities beyond the immediate scope of community engagement and feedback integration specific to the Dream Center residents. |

## Project Team

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| **Team Lead:** | Dr. Kirk Williams MD | **Project Champion:** | Rhoda Alexander |
| **Process Owner:** | Syliva Pruitt | **Process Manager:** | Yesenia Bravo |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| *Dr. Kirk Williams II MD* | *Clinic Owner/Physician* | *Administration* | *Williams Family Medicine* |
| *Brain Steele* | *Executive Director* | *Administration* | *The Phoenix Dream Center* |
| Dr. Charles T Williams MD | Medical Director/Physician | Administration | *Williams Family Medicine* |
| Skye Steele | *Executive Director* | Administration | *The Phoenix Dream Center* |

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| **Project Team Members** | |
| **Name** | **Team Role** |
| Team Lead – Dr. Kirk Williams | *Content Expert project oversight* |
| Project Champion – Rhoda Alexander | *Leadership/delegation* |
| Process Owner – Sylvia Pruitt | Review and implementation |
| Team Members Maria, Francisco, Vanessa | Work role plus hands on with initiative data collection |
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## Signatures

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| **Process Owner** | Sylvia Pruitt |
| **Project Champion** | RHODA ALEXANDER |
| **Team Leader** | Kirk WilliAms |