



# PROJECT CHARTER

## Community Health EMS Workgroup

Version 3.0 – September 2016

### Workgroup Summary

<b>Chair/Co-Chair</b>	Wayne Denny, Mary Sheridan
<b>Mercer Lead</b>	Jenny Feliciano
<b>SHIP/EMS Bureau Staff</b>	Miro Barac, Kenya Poole, Marta Tanikuni
<b>IHC Charge</b>	<ul style="list-style-type: none"> <li>Develop and implement Community Health Emergency Medical Services (CHEMS) programs in rural and underserved communities as part of the virtual patient-centered medical home (PCMH).</li> </ul>
<b>SHIP Goals</b>	<ul style="list-style-type: none"> <li>Goal 3: Support the integration of each PCMH with the local Medical Neighborhood.</li> <li><b>Goal 4: Improve rural patient access to PCMHs by developing virtual PCMHs.</b></li> <li>Goal 6: Align payment mechanisms across payers to transform payment methodology from volume to value.</li> <li>Goal 7: Reduce overall healthcare costs.</li> </ul>

### Business Alignment

<b>Business Need</b>	<ul style="list-style-type: none"> <li>To expand primary care reach and capacity.</li> <li>To improve access to healthcare services in rural and underserved communities with limited healthcare resources.</li> <li>To ensure that CHEMS becomes an asset for the medical/health neighborhoods where gaps in services exist.</li> <li>To ensure that CHEMS becomes part of the primary care team and improve access to healthcare services.</li> </ul>
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### Success Measures

	<b>SHIP Desired Outcomes</b>	<b>Measurement</b>	<b>Workgroup's Role</b>
1	<ul style="list-style-type: none"> <li>Engage EMS agencies to implement CHEMS.</li> </ul>	<ul style="list-style-type: none"> <li>Total number of CHEMS ; Agencies. Model Test Target: 13 (9 ALS and 4 BLS/ILS agencies)</li> </ul>	<ul style="list-style-type: none"> <li>Leverage contacts to facilitate identification and engagement of potential EMS agencies.</li> </ul>
2	<ul style="list-style-type: none"> <li>Implement training program for community paramedics (CP).</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of CHEMS program paramedics trained 27</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment and outreach.</li> </ul>
3	<ul style="list-style-type: none"> <li>Develop and implement training program for EMTs (ILS and BLS).</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of CHEMS program EMTs trained for Virtual PCMH coordination. Model Test Target: 8</li> </ul>	<ul style="list-style-type: none"> <li>Provide oversight of curriculum development and approval process. Recruitment and outreach.</li> </ul>

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	SHIP Desired Outcomes	Measurement	Workgroup's Role
4	<ul style="list-style-type: none"> <li>Establish CHEMS peer mentoring and/or technical assistance programs.</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of on-site technical assistance visits. Model Test Target: 13</li> </ul>	<ul style="list-style-type: none"> <li>Leverage contacts to facilitate development.</li> </ul>
5	<ul style="list-style-type: none"> <li>Establish new telehealth programs in CHEMS agencies.</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of CHEMS agencies implementing telehealth programs Model Test Target: 6</li> </ul>	<ul style="list-style-type: none"> <li>Assist in identifying and prioritizing needs. Assist in selection of agencies. Review of vendor options.</li> </ul>
6	<ul style="list-style-type: none"> <li>Develop and implement metrics and reporting strategy.</li> </ul>	<ul style="list-style-type: none"> <li># of metrics identified*. Model Test Target: not defined</li> <li>* 5 metrics identified as of September 2016.</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate stakeholder engagement to build consensus around metrics and reporting strategy, and evaluate aggregate data.</li> </ul>
7	<ul style="list-style-type: none"> <li>Develop and implement continuing education training for CHEMS agencies</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of CHEMS staff participating in training program</li> <li>Model Test Target: 2 conferences</li> </ul>	<ul style="list-style-type: none"> <li>Assist in development and implementation of continuing training conference.</li> </ul>
8	<ul style="list-style-type: none"> <li>Test CHEMS against the Triple Aim.</li> </ul>	<ul style="list-style-type: none"> <li>[TBD- see #6 above]</li> </ul>	<ul style="list-style-type: none"> <li>Review outcomes and provide feedback.</li> </ul>

**Planned Scope**

Deliverable 1	Result, Product, or Service	Description
	<ul style="list-style-type: none"> <li>EMS agencies selected for each cohort.</li> </ul>	<ul style="list-style-type: none"> <li>Selection of EMS agencies to receive SHIP support and funding to establish CHEMS programs.</li> </ul>
Est. Timeframe	Start: 8/31/2015	End: 1/31/2016

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<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Identify all EMS agencies.</li> <li>• Apportion by ALS and BLS/ILS agencies.</li> <li>• Apportion geographically.                             <ul style="list-style-type: none"> <li>— Cohort 1</li> </ul> </li> <li>• Select potential agencies.</li> <li>• Conduct readiness assessment.</li> <li>• Make final selection.</li> <li>• Establish MOUs.                             <ul style="list-style-type: none"> <li>— Cohort 2</li> </ul> </li> <li>• Select potential agencies.</li> <li>• Conduct readiness assessment.</li> <li>• Make final selection.</li> <li>• Establish MOUs.                             <ul style="list-style-type: none"> <li>— Cohort 3</li> </ul> </li> <li>• Select potential agencies.</li> <li>• Conduct readiness assessment.</li> <li>• Make final selection.</li> <li>• Establish MOUs.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 10/01/2015</li> <li>• 10/01/2015</li> <li>• 10/01/2015</li> <li>• 10/15/2015</li> <li>• 11/15/2015</li> <li>• 12/31/2015</li> <li>• 01/31/2016</li> <li>• 10/15/2016</li> <li>• 11/15/2016</li> <li>• 12/31/2016</li> <li>• 01/31/2017</li> <li>• 10/15/2017</li> <li>• 11/15/2017</li> <li>• 12/31/2017</li> <li>• 01/31/2018</li> </ul>
<b>Deliverable 2</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Community paramedics trained.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• SHIP will support establishment of CHEMS programs by providing resources to selected agencies to train paramedics.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 04/30/2015	<b>End:</b> 01/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Review best practices and resources.</li> <li>• Identify training options.</li> <li>• Select training.</li> <li>• Secure funding.</li> <li>• Negotiate contract(s).</li> <li>• Finalize contract(s).</li> <li>• Execute contract(s).</li> <li>• First cohort trained.</li> <li>• Second cohort trained.</li> <li>• Third cohort trained.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 09/01/2015</li> <li>• 09/15/2015</li> <li>• 10/01/2015</li> <li>• 12/01/2015</li> <li>• 12/01/2015</li> <li>• 01/15/2016</li> <li>• 01/31/2016</li> <li>• 01/31/2017</li> <li>• 01/31/2018</li> <li>• 01/31/2019</li> </ul>
<b>Deliverable 3</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Community EMTs trained.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• SHIP will support establishment of CHEMS programs by providing resources to selected agencies to train EMTs.</li> </ul>

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<b>Est. Timeframe</b>	<b>Start:</b> 02/01/2016	<b>End:</b> 01/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Review best practices and resources.</li> <li>• Identify training options.</li> <li>• Develop training (if necessary).</li> <li>• Secure funding.</li> <li>• Negotiate contract(s).</li> <li>• Finalize contract(s).</li> <li>• Execute contract(s).</li> <li>• First cohort trained.</li> <li>• Second cohort trained.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 04/01/2016</li> <li>• 05/01/2016</li> <li>• 08/01/2016</li> <li>• 09/01/2016</li> <li>• 09/01/2016</li> <li>• 10/01/2016</li> <li>• 11/01/2016</li> <li>• 01/31/2018</li> <li>• 01/31/2019</li> </ul>
<b>Deliverable 4</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Establish peer mentoring, administrator trainings and/or technical assistance programs.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• Peer mentoring is an essential part of sustainability efforts in regard to CHEMS programs.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 01/31/2016	<b>End:</b> 01/31/20196
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Review best practices and resources.</li> <li>• Develop peer mentoring program support.</li> <li>• Develop coaching manual.</li> <li>• Identify potential mentors.</li> <li>• Secure funding.</li> <li>• Establish MOUs.</li> <li>• Negotiate contracts with mentors.</li> <li>• Finalize contracts with mentors.</li> <li>• Execute contracts with mentors.</li> <li>• Select recipient agencies.</li> <li>• Implement peer mentoring program .Year two</li> <li>• Implement peer mentoring program Year three.</li> <li>• Implement peer mentoring program Year four.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 03/31/2016</li> <li>•</li> <li>• 04/30/2016</li> <li>• 05/31/2016</li> <li>• 05/31/2016</li> <li>• 06/30/2016</li> <li>• 07/15/2016</li> <li>• 05/31/2016</li> <li>• 06/30/2016</li> <li>• 07/15/2016</li> <li>• 06/30/2016</li> <li>• 08/01/2016</li> <li>• 06/01/2017</li> <li>• 06/01/2018</li> </ul>
<b>Deliverable 5</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Establish CHEMS telehealth programs.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• [TBD]*</li> </ul> <p>*Discussion topic for the Workgroup</p>
<b>Est. Timeframe</b>	<b>Start:</b> 1/31/2016	<b>End:</b> 01/31/2019

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<b>Milestones</b>	<b>Event</b>	<b>Target Date</b>
	<ul style="list-style-type: none"> <li>Review best practices and resources.</li> <li>Establish selection criteria.</li> <li>Identify potential EMS agencies to receive grants in 2017.</li> <li>Select recipients for 2017.</li> <li>Secure funding.</li> <li>Establish MOUs.</li> <li>Finalize contract.</li> <li>Execute contract.</li> <li>Select recipients for 2018</li> <li>Secure funding</li> <li>Establish MOUs</li> </ul>	<ul style="list-style-type: none"> <li>01/31/2017</li> <li>01/31/2017</li> <li>03/31/2017</li> <li>04/30/2017</li> <li>04/30/2017</li> <li>05/31/2017</li> <li>07/31/2017</li> <li>08/31/2017</li> <li>03/31/2018</li> <li></li> <li>04/30/2018</li> <li>05/31/2018</li> </ul>
<b>Deliverable 6</b>	<b>Result, Product, or Service</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>Identify metrics and reporting process.</li> </ul>	<ul style="list-style-type: none"> <li>Data collection and reporting for identified metrics supports evaluation and test against the Triple Aim.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 09/01/2015	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b>	<b>Target Date</b>
	<ul style="list-style-type: none"> <li>Secure funding.</li> <li>Establish subcommittee membership.</li> <li>Facilitate metrics subcommittee.</li> <li>Identify required metrics.</li> <li>Verify metrics with SHIP.</li> <li>Establish reporting protocols.</li> <li>Evaluate Year two metrics and reporting protocols.</li> <li>Evaluate Year three metrics and reporting protocols.</li> <li>Evaluate Year four metrics and reporting protocols.</li> </ul>	<ul style="list-style-type: none"> <li>10/01/2015</li> <li>10/15/2015</li> <li></li> <li>01/31/2016</li> <li>03/31/2016</li> <li>04/30/2016</li> <li>10/31/201601/31/2017</li> <li>01/31/2018</li> <li>01/31/2019</li> </ul>
<b>Deliverable 7</b>	<b>Result, Product, or Service</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>Develop learning collaborative series.</li> </ul>	<ul style="list-style-type: none"> <li>[TBD]</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 09/01/2015	<b>End:</b> 01/31/2019

<b>Milestones</b>	<b>Event</b>	<b>Target Date</b>
	<ul style="list-style-type: none"> <li>Secure funding.</li> <li>Schedule one-day conference.</li> <li>Secure presenters.</li> <li>Evaluate outcomes.</li> <li>Schedule second one-day conference (optional).</li> <li>Secure presenters.</li> <li>Evaluate outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>10/01/2016</li> <li>03/01/2017</li> <li>03/01/2017</li> <li>01/31/2018</li> <li>03/01/2018</li> <li>03/01/2018</li> <li>01/31/2019</li> </ul>
<b>Deliverable 8</b>	<b>Result, Product, or Service</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>Test CHEMS programs against the Triple Aim.</li> </ul>	<ul style="list-style-type: none"> <li>[TBD]</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 09/01/2015	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b>	<b>Target Date</b>
	<ul style="list-style-type: none"> <li>[TBD]</li> </ul>	<ul style="list-style-type: none"> <li>[TBD]</li> </ul>

### Project Risks, Assumptions, and Dependencies

Risk Identification	Event	H – M – L	Potential Mitigation	Potential Contingency
	<ul style="list-style-type: none"> <li>Students not finishing training or leaving the agency.</li> </ul>	L	Address in the contract/MOUs with EMS agencies.	None
	<ul style="list-style-type: none"> <li>Lack of reimbursement.</li> </ul>	H	Promote CHEMS reimbursement with the Multi-payer workgroup.	None
	<ul style="list-style-type: none"> <li>CMMI funding restriction for training.</li> </ul>	M	None.	Establish contracts with EMS agencies in lieu of the contracts with training providers.
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>[TBD]</li> </ul>			
<b>Dependencies and Constraints</b>	<ul style="list-style-type: none"> <li>Selection of the CHEMS agencies dependent on the selection of the PCMH cohorts.</li> <li>Timeline for EMTs training dependent on training availability.</li> <li>CHEMS metrics dependent on SHIP metrics catalog.</li> </ul>			

### Project Reporting and Scope Changes

Changes to scope must be approved by the IHC after review by SHIP team.

### Version Information

<b>Author</b>	Miro Barac	<b>Date</b>	08/22/2016
<b>Reviewer</b>	CHEMS Planning Team	<b>Date</b>	08/22/2016

### Charter Approval Signatures

Date Approved by the Workgroup: 08/24/2016

### Final Acceptance

<b>Name / Signature</b>	<b>Title</b>	<b>Date</b>	<b>Approved via Email</b>
Wayne Denny	Chair	08/31/2016	<input checked="" type="checkbox"/>
Mary Sheridan	Co-Chair	09/06/2016	<input checked="" type="checkbox"/>
Cynthia York	SHIP Administrator	09/06/2016	<input checked="" type="checkbox"/>
Katie Falls	Mercer Lead	09/10/2016	<input checked="" type="checkbox"/>