



# PROJECT CHARTER

## Community Health Workers Advisory Group

Version 4.0 - October 2015

### Advisory Group Summary

<b>Chair/Co-Chair</b>	Not Available
<b>Mercer Lead</b>	Ralph Magrish
<b>SHIP Staff</b>	Ariel Foster, Miro Barac
<b>IHC Charge</b>	<ul style="list-style-type: none"> <li>▪ Develop and implement Community Health Workers (CHW) programs in rural and underserved communities as part of the virtual patient-centered medical home (PCMH). CHWs will be part of the primary care team and improve access to healthcare services.</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 7: Reduce overall healthcare costs.</li> </ul>

### Business Alignment

<b>Business Need</b>	<ul style="list-style-type: none"> <li>▪ To improve access to healthcare services in rural and underserved communities with limited healthcare resources.</li> <li>▪ An important asset in the medical/health neighborhood where gaps exist.</li> <li>▪ Expands primary care reach and capacity by integrating with the primary care team.</li> </ul>
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### Success Measures

	<b>SHIP Desired Outcomes</b>	<b>Measurement</b>	<b>Advisory Group's Role</b>
1	<ul style="list-style-type: none"> <li>• Training model, curriculum, and delivery strategy identified by stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• IHC-approved training model and delivery strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• Review and comment on proposed curriculum and training strategy.</li> <li>• SHIP team member will present CHW training strategy to IHC and seek feedback.</li> <li>• Incorporate feedback from IHC into training strategy.</li> </ul>

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	<b>SHIP Desired Outcomes</b>	<b>Measurement</b>	<b>Advisory Group's Role</b>
2	<ul style="list-style-type: none"> <li>Establish agreement for training services.</li> </ul>	<ul style="list-style-type: none"> <li>Training subgrant/contract established.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that training curriculum and delivery strategy supported by IHC is incorporated into the training subgrant/contract.</li> </ul>
3	<ul style="list-style-type: none"> <li>Implement CHW training program statewide.</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of new community health workers trained. Model Test Target: total of 200 CHWs.</li> <li>CUM # (%) of continuing education conferences held for CHW Virtual PCMH Staff. Model Test Target: 1 continuing education event in year 4.</li> </ul>	<ul style="list-style-type: none"> <li>Assess progress against model test target.</li> <li>Evaluate need for additional outreach strategies, based on progress.</li> </ul>
4	<ul style="list-style-type: none"> <li>Develop a CHW peer mentoring program and provide on-site mentoring for new CHW programs.</li> </ul>	<ul style="list-style-type: none"> <li>CUM # (%) of on-site CHW mentoring visits conducted. Model Test Target: 16.</li> </ul>	<ul style="list-style-type: none"> <li>Promote and provide feedback/content to identify teams and locations for peer mentoring program.</li> </ul>
5	<ul style="list-style-type: none"> <li>Relevant metrics identified and introduced to CHW programs statewide.</li> </ul>	<ul style="list-style-type: none"> <li>Metrics to be determined.</li> </ul>	<ul style="list-style-type: none"> <li>Identify possible metrics for inclusion into contracts and/or program requirements including PCMH interactions, client satisfaction, and impact on health outcomes.</li> </ul>
6	<ul style="list-style-type: none"> <li>Providers and health organizations are aware of Idaho CHW program opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>CUM # of outreach activities.</li> <li>CUM # of providers reached.</li> <li>CUM # of health organizations reached.</li> </ul>	<ul style="list-style-type: none"> <li>Review and comment on messaging, review marketing plan and materials.</li> </ul>

**Planned Scope**

<b>Deliverable 1</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Training model, curriculum, and delivery strategy.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• Identify delivery strategy and curriculum and present to IHC.</li> <li>• Seek IHC feedback on proposal; modify strategy based on feedback.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 8/15/2015	<b>End:</b> 2/1/2016
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Identify IDHW CHW Advisory Group lead.</li> <li>• Establish and convene CHW Training Committee to identify CHW training curriculum and delivery strategy.</li> <li>• Present training strategy to IHC.</li> <li>• Modify training proposal based on feedback.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 8/20/2015</li> <li>• 11/01/2015</li> <li>• 11/18/2015</li> <li>• 12/31/2015</li> </ul>
<b>Deliverable 2</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Establish agreement for training services.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• Implement subgrant or contract for CHW training services.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 2/1/2016	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Determine need for subgrant or contract based on finalized CHW training curriculum and delivery strategy and establish agreement for services.</li> <li>• Build a sustainability plan for education integrated with the Idaho Healthcare Coalition.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 2/1/2016</li> <li>• 2/01/2017</li> </ul>
<b>Deliverable 3</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>• Implement training statewide.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>• Outreach is conducted to promote CHW training opportunity and training is conducted.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 6/1/2016	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>• Conduct outreach to potential CHWs, healthcare providers, PCMHs, and health systems. is conducted.</li> <li>• Conduct training based on established subgrant or contract and monitor performance.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>• 4/01/2016</li> <li>• 6/01/2016</li> </ul>

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<b>Deliverable 4</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Implement CHW peer mentoring program.</li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>Develop and implement on-site CHW peer mentoring program to support program development.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 6/1/2016	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>Evaluate need to establish subgrant or contract to provide on-site mentoring statewide and establish appropriate agreement.</li> <li>Identify new CHW program sites and conduct outreach to provide mentoring support.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>6/1/2016</li> <li>6/1/2016</li> </ul>
<b>Deliverable 5</b>	<b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Develop and implement metrics to test the SHIP CHW program against the Triple Aim.</li> <li></li> </ul>	<b>Description</b> <ul style="list-style-type: none"> <li>Determine relevant CHW metrics and educate CHW training participants and PCMHs about required SHIP metrics and reporting strategy.</li> </ul>
<b>Est. Timeframe</b>	<b>Start:</b> 2/1/2016	<b>End:</b> 1/31/2019
<b>Milestones</b>	<b>Event</b> <ul style="list-style-type: none"> <li>Seek expertise from SHIP Clinical Quality Measures Workgroup, IHC, and SHIP staff to identify relevant metrics.</li> <li>Provide outreach to CHWs and PCMHs about program metrics and reporting strategy.</li> </ul>	<b>Target Date</b> <ul style="list-style-type: none"> <li>6/1/2016</li> <li>8/1/2016</li> </ul>

**Project Risks, Assumptions, and Dependencies**

<b>Risk Identification</b>	<b>Event</b>	<b>H – M – L</b>	<b>Potential Mitigation</b>	<b>Potential Contingency</b>
	<ul style="list-style-type: none"> <li>Lack of reimbursement.</li> </ul>	H	Promote CHW reimbursement within the multi-payer workgroup.	
	<ul style="list-style-type: none"> <li>Lack of sustainability plan for CHW training.</li> </ul>	M	Integrate CHW program with regional health collaborative sustainability planning.	

Risk Identification	Event	H – M – L	Potential Mitigation	Potential Contingency
	<ul style="list-style-type: none"> <li>Limited CHW model adoption by PCMHs.</li> </ul>	H	Increase outreach coordination with medical home collaborative and regional health collaboratives.	
	<ul style="list-style-type: none"> <li>Lack of student participation in training.</li> </ul>	M	Alignment with CHW outreach committee to assure appropriate information distribution to stakeholders potential CHWs.	
	<ul style="list-style-type: none"> <li>CMMI funding restriction for training.</li> </ul>	M	None.	Establish agreements with PCMHs and Public Health Districts to develop programs locally.
<b>Assumptions</b>	<ul style="list-style-type: none"> <li></li> </ul>			
<b>Dependencies and Constraints</b>	<ul style="list-style-type: none"> <li>Identifying training program curriculum and delivery strategy is dependent on the CHW training committee recommendation, IHC approval, CMMI release of funding, and establishment of appropriate agreement (contract or subgrant).</li> <li>Testing the CHW program requires the development of metrics, data collection, and reporting strategies.</li> <li>Implementing a peer mentoring program is dependent on the identification of CHWs and primary care clinicians with successful programs and a willingness to travel to PCMHs with new programs.</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>	Ariel Foster, Mary Sheridan	<b>Date</b>	08/28/2015
<b>Reviewer:</b>	Miro Barac	<b>Date</b>	08/29/2015

### Charter Approval Signatures

Date Approved by the Workgroup: 09/21/2015

### Final Acceptance

Name / Signature	Title	Date	Approved via Email
	Chair	MM/DD/YYYY	<input type="checkbox"/>
	Co-Chair	MM/DD/YYYY	<input type="checkbox"/>

<b>Name / Signature</b>	<b>Title</b>	<b>Date</b>	<b>Approved via Email</b>
Cynthia York	SHIP Administrator	10/14/2015	<input checked="" type="checkbox"/>
Katie Falls	Mercer Lead	10/14/2015	<input checked="" type="checkbox"/>