



PROJECT CHARTER

Community Health EMS Advisory Group

Version 3.0 – October 2015

Advisory Group Summary

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| Chair/Co-Chair | Not Available |
| Mercer Lead | Ralph Magrish |
| SHIP Staff | Miro Barac |
| IHC Charge | <ul style="list-style-type: none"> 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). |
| SHIP Goals | <ul style="list-style-type: none"> Goal 3: Support the integration of each PCMH with the local Medical Neighborhood. Goal 4: Improve rural patient access to PCMHs by developing virtual PCMHs. Goal 6: Align payment mechanisms across payers to transform payment methodology from volume to value. Goal 7: Reduce overall healthcare costs. |

Business Alignment

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

| | SHIP Desired Outcomes | Measurement | Advisory Group's Role |
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| 1 | <ul style="list-style-type: none"> Identify EMS agencies to implement CHEMS. | <ul style="list-style-type: none"> Total number of CHEMS staff; Model Test Target: 52 (36 paramedics and 16 EMTs) | <ul style="list-style-type: none"> Leverage contacts to facilitate identification of potential EMS agencies. |
| 2 | <ul style="list-style-type: none"> Implement training program for community paramedics (CP). | <ul style="list-style-type: none"> CUM # (%) of CHEMS program paramedics trained for Virtual PCMH coordination. Model Test Target: 36 | <ul style="list-style-type: none"> Assist in selection and implementation of training. |
| 3 | <ul style="list-style-type: none"> Develop and implement training program for EMTs (ILS and BLS). | <ul style="list-style-type: none"> CUM # (%) of CHEMS program EMTs trained for Virtual PCMH coordination. Model Test Target: 16 | <ul style="list-style-type: none"> Provide oversight of curriculum development and approval process. Assist in selection and implementation of training. |

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| | SHIP Desired Outcomes | Measurement | Advisory Group's Role |
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| 4 | <ul style="list-style-type: none"> Establish CEMS peer mentoring program. | <ul style="list-style-type: none"> CUM # (%) of on-site technical assistance visits. Model Test Target: 16 | <ul style="list-style-type: none"> Leverage contacts to facilitate development. |
| 5 | <ul style="list-style-type: none"> Establish new telehealth programs in CEMS agencies. | <ul style="list-style-type: none"> CUM # (%) of CEMS agencies implementing telehealth programs Model Test Target: 6 | <ul style="list-style-type: none"> Assist in identifying and prioritizing needs. Assist in selection of agencies. Review and selection of vendors. |
| 6 | <ul style="list-style-type: none"> Develop and implement metrics and reporting strategy. | <ul style="list-style-type: none"> # of metrics identified. Model Test Target: not defined | <ul style="list-style-type: none"> Facilitate stakeholder engagement to build consensus around metrics and reporting strategy. |
| 7 | <ul style="list-style-type: none"> Develop and implement continuing education training for CEMS agencies | <ul style="list-style-type: none"> CUM # (%) of CEMS staff participating in training program Model Test Target: 2 conferences | <ul style="list-style-type: none"> Assist in development and implementation of continuing training conference. |
| 8 | <ul style="list-style-type: none"> Test CEMS against the Triple Aim. | <ul style="list-style-type: none"> [TBD- see #6 above] | <ul style="list-style-type: none"> Review outcomes and provide feedback. |

Planned Scope

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| Deliverable 1 | Result, Product, or Service | Description |
| | <ul style="list-style-type: none"> EMS agencies selected. | <ul style="list-style-type: none"> Selection of EMS agencies to receive SHIP support and funding to establish CEMS programs. |
| Est. Timeframe | Start: 8/31/2015 | End: 1/31/2016 |
| Milestones | Event | Target Date |
| | <ul style="list-style-type: none"> Identify all EMS agencies. Apportion by ALS and BLS/ILS agencies. Apportion geographically. Select potential agencies. Conduct readiness assessment. Make final selection. Establish MOUs. | <ul style="list-style-type: none"> 10/01/2015 10/01/2015 10/01/2015 10/15/2015 11/15/2015 12/31/2015 01/31/2016 |

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| Deliverable 2 | Result, Product, or Service | Description |
| | <ul style="list-style-type: none"> Community paramedics trained. | <ul style="list-style-type: none"> SHIP will support establishment of CHEMS programs by providing resources to selected agencies to train paramedics. |
| Est. Timeframe | Start: 04/30/2015 | End: 01/31/2019 |
| Milestones | Event | Target Date |
| | <ul style="list-style-type: none"> Review best practices and resources. Identify training options. Select training. Secure funding. Negotiate contract(s). Finalize contract(s). Execute contract(s). First cohort trained. Second cohort trained. Third cohort trained. | <ul style="list-style-type: none"> 09/01/2015 09/15/2015 10/01/2015 12/01/2015 12/01/2015 01/15/2016 01/31/2016 01/31/2017 01/31/2018 01/31/2019 |
| Deliverable 3 | Result, Product, or Service | Description |
| | <ul style="list-style-type: none"> Community EMTs trained. | <ul style="list-style-type: none"> SHIP will support establishment of CHEMS programs by providing resources to selected agencies to train EMTs. |
| Est. Timeframe | Start: 02/01/2016 | End: 01/31/2019 |
| Milestones | Event | Target Date |
| | <ul style="list-style-type: none"> Review best practices and resources. Identify training options. Develop training (if necessary). Secure funding. Negotiate contract(s). Finalize contract(s). Execute contract(s). First cohort trained. Second cohort trained. | <ul style="list-style-type: none"> 04/01/2016 05/01/2016 08/01/2016 09/01/2016 09/01/2016 10/01/2016 11/01/2016 01/31/2018 01/31/2019 |
| Deliverable 4 | Result, Product, or Service | Description |
| | <ul style="list-style-type: none"> Establish peer mentoring program. | <ul style="list-style-type: none"> Peer mentoring is an essential part of sustainability efforts in regard to CHEMS programs. |
| Est. Timeframe | Start: 01/31/2016 | End: 01/31/2019 |

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| <p>Milestones</p> | <p>Event</p> <ul style="list-style-type: none"> • Review best practices and resources. • Develop peer mentoring program support. • Develop coaching manual. • Identify potential mentors. • Secure funding. • Establish MOUs. • Negotiate contracts with mentors. • Finalize contracts with mentors. • Execute contracts with mentors. • Select recipient agencies. • Implement peer mentoring program .Year two • Implement peer mentoring program Year three. • Implement peer mentoring program Year four. | <p>Target Date</p> <ul style="list-style-type: none"> • 03/31/2016 • • 04/30/2016 • 05/31/2016 • 05/31/2016 • 06/30/2016 • 07/15/2016 • 05/31/2016 • 06/30/2016 • 07/15/2016 • 06/30/2016 • 08/01/2016 • 06/01/2017 • 06/01/2018 |
| <p>Deliverable 5</p> | <p>Result, Product, or Service</p> <ul style="list-style-type: none"> • Establish CHEMS telehealth programs. | <p>Description</p> <ul style="list-style-type: none"> • [TBD] |
| <p>Est. Timeframe</p> | <p>Start: 1/31/2016</p> | <p>End: 01/31/2019</p> |
| <p>Milestones</p> | <p>Event</p> <ul style="list-style-type: none"> • Review best practices and resources. • Establish selection criteria. • Identify potential EMS agencies to receive equipment. • Select 2 recipients for Year two. • Secure funding. • Establish MOUs. • Create RFP for equipment. • Select vendor. • Finalize contract. • Execute contract. • Select 2 recipients for Year three. • Select 2 recipients for Year four. | <p>Target Date</p> <ul style="list-style-type: none"> • 01/31/2016 • 01/31/2016 • 03/31/2016 • 04/30/2016 • 04/30/2016 • 05/31/2016 • 05/31/2016 • 06/30/2016 • 07/31/2016 • 08/31/2016 • 03/31/2017 • 03/31/2018 |
| <p>Deliverable 6</p> | <p>Result, Product, or Service</p> <ul style="list-style-type: none"> • Identify metrics and reporting process. | <p>Description</p> <ul style="list-style-type: none"> • Data collection and reporting for identified metrics supports evaluation and test against the Triple Aim. |

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| Est. Timeframe | Start: 09/01/2015 | End: 1/31/2019 |
| Milestones | Event <ul style="list-style-type: none"> Secure funding. Establish subcommittee membership. Facilitate metrics subcommittee. Identify required metrics. Verify metrics with SHIP. Establish reporting protocols. Evaluate Year two metrics and reporting protocols. Evaluate Year three metrics and reporting protocols. Evaluate Year four metrics and reporting protocols. | Target Date <ul style="list-style-type: none"> 10/01/2015 10/15/2015 01/31/2016 03/31/2016 04/30/2016 04/30/2016 01/31/2017 01/31/2018 01/31/2019 |
| Deliverable 7 | Result, Product, or Service <ul style="list-style-type: none"> Develop continuing education training. | Description <ul style="list-style-type: none"> [TBD] |
| Est. Timeframe | Start: 09/01/2015 | End: 01/31/2019 |
| Milestones | Event <ul style="list-style-type: none"> Secure funding. Schedule one-day conference. Secure presenters. Evaluate outcomes. Schedule second one-day conference (optional). Secure presenters. Evaluate outcomes. | Target Date <ul style="list-style-type: none"> 10/01/2016 03/01/2017 03/01/2017 01/31/2018 03/01/2018 03/01/2018 01/31/2019 |
| Deliverable 8 | Result, Product, or Service <ul style="list-style-type: none"> Test CHEMS programs against the Triple Aim. | Description <ul style="list-style-type: none"> [TBD] |
| Est. Timeframe | Start: 09/01/2015 | End: 1/31/2019 |
| Milestones | Event <ul style="list-style-type: none"> [TBD] | Target Date <ul style="list-style-type: none"> [TBD] |

Project Risks, Assumptions, and Dependencies

| Risk Identification | Event | H – M – L | Potential Mitigation | Potential Contingency |
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| | <ul style="list-style-type: none"> Inability to integrate CHEMS reporting protocols with IHDE. | H | Assure communication between CHEMS and HIT workgroup. | Alternative reporting protocols. |

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

Project Reporting and Scope Changes

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

Version Information

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| Author: Miro Barac, Mindi Anderson | Date | 08/27/2015 |
| Reviewer: Mary Sheridan, Wayne Denny | Date | 08/28/2015 |

Charter Approval Signatures

Date Approved by the Workgroup: 09/23/2015

Final Acceptance

| Name / Signature | Title | Date | Approved via Email |
|------------------|--------------------|------------|-------------------------------------|
| | Chair | MM/DD/YYYY | <input type="checkbox"/> |
| | Co-Chair | MM/DD/YYYY | <input type="checkbox"/> |
| Cynthia York | SHIP Administrator | 10/13/2015 | <input checked="" type="checkbox"/> |
| Ralph Magrish | Mercer Lead | 10/13/2015 | <input checked="" type="checkbox"/> |