



# PROJECT CHARTER

## Telehealth Council – Goal 2 Subcommittee

Version 1.0 – November 2015

### Workgroup Summary

|                       |  |
|-----------------------|--|
| <b>Chair/Co-Chair</b> | Mary Sheridan and Susan Ault   |
| <b>Mercer Lead</b>    | Ralph Magrish  |
| <b>SHIP Staff</b>     | Miro Barac   |
| <b>IHC Charge</b>     | <ul style="list-style-type: none"> <li>IDHW is expanding telehealth technology, to include training and technical assistance, in rural communities, and enhancing access to behavioral health and other specialty services.</li> </ul> |
| <b>SHIP Goals</b>     | <ul style="list-style-type: none"> <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>Telehealth plan and guidance/standards will support the design and implementation of virtual patient-centered medical homes (PCMHs) to enhance access to behavioral and other specialty services in rural communities.</li> </ul> |
|----------------------|--|

### Success Measures

|   | <b>SHIP Desired Outcomes</b>   | <b>Measurement</b>   | <b>Advisory Group's Role</b>   |
|---|--|--|--|
| 1 | <ul style="list-style-type: none"> <li>Implement training and technical assistance to integrate telehealth services in PCMHs and Community Health Emergency Medical Services (CHEMS).</li> </ul> | <ul style="list-style-type: none"> <li>CUM # (%) of recognized Virtual PCMH practices that have completed training and technical assistance for using Telehealth tools. <b>Model Test Target – 36</b></li> </ul> | <ul style="list-style-type: none"> <li>Assist in the development of training and technical assistance tools to implement telehealth in PCMHs and CHEMS.</li> </ul>     |
| 2 | <ul style="list-style-type: none"> <li>Establish virtual PCMHs.</li> </ul>   | <ul style="list-style-type: none"> <li>CUM # (%) of Virtual PCMHs established in rural communities following assessment of need. <b>Model Test Target – 50</b></li> </ul>  | <ul style="list-style-type: none"> <li>Develop a readiness process to identify and promote telehealth in PCMHs.</li> </ul>   |
| 3 | <ul style="list-style-type: none"> <li>Integrate telehealth services in Community Health Emergency Medical Services (CHEMS).</li> </ul>  | <ul style="list-style-type: none"> <li>CUM # (%) of Community Health EMS Services (CHEMS) Virtual PCMHs established in rural communities following assessment of need. <b>Model Test Target - 6</b></li> </ul>   | <ul style="list-style-type: none"> <li>Assist in the development of a readiness strategy and implementation process to establish CHEMS telehealth programs.</li> </ul> |

|   | SHIP Desired Outcomes   | Measurement   | Advisory Group's Role  |
|---|---|---|--|
| 4 | <ul style="list-style-type: none"> <li>Integrate telehealth services in PCMHs to provide specialty services.</li> </ul>   | <ul style="list-style-type: none"> <li>CUM # (%) of specialty services Virtual PCMHs established in rural communities following assessment of need. <b>Model Test Target - 18</b></li> </ul>                | <ul style="list-style-type: none"> <li>Assist in the development of a process to engage PCMHs in new or expanded telehealth programs to improve access to specialty services.</li> </ul>         |
| 5 | <ul style="list-style-type: none"> <li>Integrate telehealth services in PCMHs to provide mental/behavioral health services.</li> </ul>  | <ul style="list-style-type: none"> <li>CUM # (%) of mental/behavioral health services Virtual PCMHs established in rural communities following assessment of need. <b>Model Test Target - 18</b></li> </ul> | <ul style="list-style-type: none"> <li>Assist in the development of a process to engage PCMHs in new or expanded telehealth programs to improve access to behavioral health services.</li> </ul> |
| 6 | <ul style="list-style-type: none"> <li>Establish and expand telehealth programs to improve access to specialty care and behavioral health services in rural communities.</li> </ul> | <ul style="list-style-type: none"> <li>CUM # (%) of outreach activities</li> <li>CUM # (%) of PCMHs and CHEMS agencies reached</li> </ul>   | <ul style="list-style-type: none"> <li>Assist in development of outreach plan and educational strategies.</li> </ul>   |

### Planned Scope

| Deliverable 1  | Result, Product, or Service  | Description  |
|----------------|--|--|
|                | <ul style="list-style-type: none"> <li>Develop a SHIP Telehealth Expansion Plan.</li> </ul>  | <ul style="list-style-type: none"> <li>Telehealth Subcommittee will create a Telehealth Expansion Plan, including action steps and a schedule for implementation.</li> </ul> |
| Est. Timeframe | Start: 11/10/15  | End: 1/31/16   |
| Milestones     | <b>Event</b> <ul style="list-style-type: none"> <li>Identify state planning resources.</li> <li>Develop a roadmap to operationalize telehealth in rural PCMHs and CHEMS programs, including behavioral health and specialty services.</li> </ul> | <b>Target Date</b> <ul style="list-style-type: none"> <li>11/10/15</li> <li>1/31/16</li> </ul>   |

TELEHEALTH COUNCIL – GOAL 2 SUBCOMMITTEE PROJECT CHARTER

Page 3

|                       |  |   |
|-----------------------|--|---|
| <b>Deliverable 2</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Develop and implement telehealth mentoring program, coaching, training, and best practice program tools and strategies.</li> </ul>   | <b>Description</b> <ul style="list-style-type: none"> <li>Identify training resources and establish a mentoring program.</li> </ul>   |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16   | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>Identify and provide on-site and virtual training resources for PCMH, CHEMS, and Public Health District SHIP staff.</li> <li>Identify and provide best practices resources for the delivery of telehealth services.</li> <li>Develop and implement a mentoring program.</li> </ul> | <b>Target Date</b> <ul style="list-style-type: none"> <li>TBD by Subcommittee.</li> </ul>   |
| <b>Deliverable 3</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Expand telehealth services in PCMHs and CHEMS programs.</li> </ul>   | <b>Description</b> <ul style="list-style-type: none"> <li>Facilitate outreach and training to promote statewide telehealth implementation.</li> </ul>   |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16   | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>Establish mentoring program.</li> <li>Identify and implement technical assistance to Public Health District SHIP staff, Regional Health Collaboratives, PCMHs, and CHEMS staff.</li> </ul>   | <b>Target Date</b> <ul style="list-style-type: none"> <li>TBD by Subcommittee.</li> </ul>   |
| <b>Deliverable 4</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Develop new telehealth programs in Community Health Emergency Medical Services (CHEMS) to improve access to healthcare services in rural and underserved communities.</li> </ul>   | <b>Description</b> <ul style="list-style-type: none"> <li>Support the establishment of telehealth services in CHEMS programs by providing training, resources, and equipment to selected agencies.</li> </ul> |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16   | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>Implement six new telehealth programs by providing equipment and training SHIP CHEMS agencies.</li> </ul>  | <b>Target Date</b> <ul style="list-style-type: none"> <li>TBD by Subcommittee.</li> </ul>   |

TELEHEALTH COUNCIL – GOAL 2 SUBCOMMITTEE PROJECT CHARTER

Page 4

|                       |   |   |
|-----------------------|---|---|
| <b>Deliverable 5</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Develop new telehealth programs and expand existing programs in PCMHs to improve access to specialty services in rural and underserved communities.</li> </ul>                | <b>Description</b> <ul style="list-style-type: none"> <li>Support the establishment of telehealth services in PCMHs by providing resources, training, and equipment to improve access to specialty services.</li> </ul>     |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16  | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>Provide 18 telehealth units and training to provide or expand access to specialty care in PCMHs.</li> </ul>   | <b>Target Date</b> <ul style="list-style-type: none"> <li>TBD by Subcommittee.</li> </ul>   |
| <b>Deliverable 6</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Develop new telehealth programs and expand existing programs in PCMHs to improve access to mental/behavioral health services in rural and underserved communities.</li> </ul> | <b>Description</b> <ul style="list-style-type: none"> <li>Support the establishment of telehealth services in PCMHs by providing resources and equipment to improve access to mental/behavioral health services.</li> </ul> |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16  | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>Provide 18 telehealth units and training to provide or expand access to behavioral health services in PCMHs.</li> </ul>   | <b>Target Date</b> <ul style="list-style-type: none"> <li>TBD by Subcommittee.</li> </ul>   |
| <b>Deliverable 7</b>  | <b>Result, Product, or Service</b> <ul style="list-style-type: none"> <li>Monitor impact of small rural clinics.</li> </ul>   | <b>Description</b> <ul style="list-style-type: none"> <li>Collect data and evaluate impact of small rural clinics.</li> </ul>   |
| <b>Est. Timeframe</b> | <b>Start:</b> 2/1/16  | <b>End:</b> 1/31/19   |
| <b>Milestones</b>     | <b>Event</b> <ul style="list-style-type: none"> <li>[TBD]</li> <li>[TBD]</li> <li>[TBD]</li> </ul>  | <b>Target Date</b> <ul style="list-style-type: none"> <li>[TBD]</li> <li>[TBD]</li> <li>[TBD]</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 human resources and funding.</li> </ul> | M                | Telehealth contractor can help with tasks. | Telehealth contractor and/or IDHW/SHIP team can provide support. |
|                            | <ul style="list-style-type: none"> <li></li> </ul>                                     |                  |  |  |
| <b>Assumptions</b>         | <ul style="list-style-type: none"> <li></li> </ul>                                     |                  |  |  |

|                                     |         |
|-------------------------------------|---------|
| <b>Dependencies and Constraints</b> | • [TBD] |
|-------------------------------------|---------|

### Project Reporting and Scope Changes

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

### Version Information

|                 |               |             |            |
|-----------------|---------------|-------------|------------|
| <b>Author</b>   | Kate Creswell | <b>Date</b> | 11/01/2015 |
| <b>Reviewer</b> | Miro Barac    | <b>Date</b> | 11/10/2015 |

### Charter Approval Signatures

Date Approved by the Workgroup: 11/10/2015

### Final Acceptance

| Name / Signature | Title              | Date       | Approved via Email                  |
|------------------|--------------------|------------|-------------------------------------|
| Mary Sheridan    | Chair              | 11/10/2015 | <input checked="" type="checkbox"/> |
| Susan Ault       | Co-Chair           | MM/DD/YYYY | <input type="checkbox"/>            |
| Cynthia York     | SHIP Administrator | 11/17/2015 | <input checked="" type="checkbox"/> |
| Ralph Magrish    | Mercer Lead        | 11/18/2015 | <input checked="" type="checkbox"/> |