



# Project Charter

Today's Date: 11/06/2009

<b>Project Name: Substance Abuse Performance Management System (SAPMS)</b>	
<b>Executive Sponsor: Janet Wood, M.B.A., M.Ed.</b>	
<b>Project Manager/Change Leader: David Menefee, Ph.D.</b>	
<b>Additional Team Members: Marc Condojani, LCSW, CAC III</b>	
<b>Project Description: <i>What is the AIM?</i></b>	
The AIM of SAPMS is to design and develop a system that promotes regular and objective performance feedback to substance abuse provider organizations so that they can continuously improve the access, customer perception and satisfaction, quality and appropriateness, continuity, integration and coordination, administration, and outcomes of substance abuse services for the client.	
<b>Sustainability Case for Addiction Services: <i>Why is this project important?</i></b>	
<b>Creating a Powerful Vision: <i>What is the desired future?</i></b>	
By December 31, 2011, all providers of substance abuse treatment services in the State of Colorado will be engaged in a system of management that continuously improves (1) client access to treatment, (2) customer perception and satisfaction with care, (3) the quality and appropriateness of care, (4) the integration, coordination, and continuity of care, (5) the administration of services, and (6) client outcomes of care. Management toward these ends will significantly improve the State's overall performance on the national outcome measures.	
<b>Understanding Your Customers and Stakeholders</b>	
<b>Key Customers:</b> <i>Those who are the recipients of the product or service</i>	<b>Key Stakeholders:</b> <i>Those who have a stake in developing and delivering the product or service</i>
Agency managers and clinicians are the direct recipients of the SAPMS because they will be working with the performance indicators, ongoing performance feedback, business processes analysis, and continuous quality improvement technologies, to improve performance at the unit, departmental, and agency levels. Clients, their families, and communities will benefit indirectly from the SAPMS because the quality of services will be improved.	<ul style="list-style-type: none"> <li>• Substance abuse providers</li> <li>• Behavioral Health Organizations</li> <li>• Managed Service Organizations</li> <li>• The Colorado Behavioral Healthcare Council</li> <li>• The Division of Behavioral Health</li> <li>• The Governor's Taskforce on Behavioral Health Transformation</li> </ul>



**Generating Ideas to Close The Gap: *What are your strategies?***

DBH's strategies for realizing its vision are to engage customers and stakeholders in developing the SAPMS model, including (1) identifying performance domains, (2) defining performance indicators and measures, (3) testing the viability of indicators and measures, (4) designing the feedback system, and (5) training the providers in the use of the feedback for performance improvement. We believe that closing the loop between identification, measurement, feedback, and action will result in a greater investment on the part of the provider organization, thereby sustaining the change over the long term.

**Project Risks: *What actions, events and situations may positively or negatively impact the project?***

- Competition among stakeholders regarding who has the most influence in the substance abuse network
- + National movement toward increasing accountability in the field of behavioral health services
- The state of the economy nationally, regionally, and locally
- + The continual quest for linking resources to services to outcomes. Understanding the dynamics of this model
- An already overburdened behavioral healthcare system from a data reporting perspective.

**Executing the Plan/Milestones: *How will we know we are making progress?***

<b>Actions:</b>	<b>Date (Duration):</b>	<b>Status:</b>
Performance Management Model Developed and Tested	10/1/09 to 05/30/10	Begun but not yet completed
State substance abuse databases integrated into a single data warehouse	10/1/09 to 08/30/10	Planned but not yet begun
On-line dynamic web reporting system in operation	08/30/10 to 03/30/11	Not yet planned and not yet begun
Treatment provider training programs in continuous process improvement have been completed	03/30/11 to 08/30/11	Not yet planned, designed, begun
Performance Management System is up and running	12/30/11	No yet accomplished

**Sign off Sponsor:**

**Review Date:**

