



Project Charter

Today's Date: November 10, 2009

Project Name: NIATx SI	
Executive Sponsor: Kathy Stone	
Project Manager/Change Leader: DeAnn Decker	
Additional Team Members: Lonnie Cleland, Kevin Gabbert, Julie Hibben, Bob Kerksieck, Linda McGinnis, and Mark Vander Linden	
Project Description: <i>What is the AIM?</i>	
We will create specific provider contractual performance measures based on the NIATx aims of increasing access and retention. Through this project, we will embed NIATx process improvement principles (a) in provider organizations and (b) in our organization (state government).	
Sustainability Case for Addiction Services: <i>Why is this project important?</i>	
We will sustain our NIATx efforts by institutionalizing process improvement principles in state government and associated provider agencies. We believe this will improve client outcomes and meet our responsibilities as stewards of state and federal resources.	
Creating a Powerful Vision: <i>What is the desired future?</i>	
The Iowa Department of Public Health Division of Behavioral Health will integrate NIATx principles to further advance a recovery-oriented system of care.	
Understanding Your Customers and Stakeholders	
Key Customers: <i>Those who are the recipients of the product or service</i>	Key Stakeholders: <i>Those who have a stake in developing and delivering the product or service</i>
(a) Clients, Families (b) Providers, Contractors, managed care intermediary	(a) Providers, Communities (b) Legislators, other Departments of State Government, managed care intermediary, provider associations, community coalitions



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

Walk through/flowchart our internal processes
 Build consistent ROSC definitions, scope of work language and performance requirements into the three, currently separate, competitive RFP's for contractors for Iowa Plan SSA-funded substance abuse treatment, IDPH substance abuse prevention and IDPH gambling education/treatment.
 Align contract project periods so all three end June 2014.
 Attend provider association meetings

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

- Negatives:
- State budget cuts
 - Entrenched processes (and lack of processes) at the state level
- Positives:
- NIATx culture in Iowa
 - Staff are open and process-improvement oriented

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

Actions:	Date (Duration):	Status:
Substance Abuse providers write goals in RFP application that follow a Recovery Oriented System of Care	Current	Completed October 2009
Transition/Work-in of Pay for Performance	July 2009 – January 2010	
Provider Contracts	January 2010	
Walk through/flowchart all three goal areas: ROSC, Data, and Pay for Performance	November 12, 2009	In process –
Beginning state level change project for data – begin looking at I-SMART, than MDS/KIT Solutions and GTRS.	First meeting 11/4/09	Minutes attached from 11/4/09 Meeting
Data Change Team will meet monthly. Lonnie will be the lead. 3 actions steps for next meeting: 1. Inventory of routine data pulls – Lonnie	TBD	In process



<ul style="list-style-type: none"> 2. How to handle Ad hoc data requests 3. Standardized data form with trending or updates 		
<u>Substance Abuse Prevention</u> Implement NIATx Prevention Pilot within two additional prevention agencies	February 2009	Completed July 2009
Complete change projects focusing on diversion classes – Prevention agencies	June 2009	Completed July 2009
Review IDPH prevention outcomes and data collection systems to create a streamlined system – IDPH Prevention staff	June 2009	In process
<u>Problem Gambling Treatment</u> Change projects with gambling treatment programs, to increase admissions and retention by integrating a Recovery Oriented System of Care.	December 2009	
Continue change projects that focus on conversion of helpline calls to gambling treatment admissions	May 2009 to January 2010	In process
Continue change projects that focus on receiving and transitioning helpline calls from helpline contractor to gambling treatment contractors.	May 2009 to January 2009	In process

Sign off Sponsor:

Review Date: