



Project Charter

Today's Date: 11-9-09

Project Name: KY NIATx-SI Spread	
Executive Sponsor: Donna Hillman	
Project Manager/Change Leader: Lou Kurtz	
Additional Team Members: Lynn Posze, Erin Stevenson, Jane Oliver, Hope Barrett, David Smith	
Project Description: <i>What is the AIM?</i>	
Support spread of NIATx to CMHCs who attended CLA (September 2009) and have capacity to utilize NIATx principles/process	
Sustainability Case for Addiction Services: <i>Why is this project important?</i>	
All Regions should have access to best practices in process improvement in order to impact positively access to and retention in substance abuse treatment.	
Creating a Powerful Vision: <i>What is the desired future?</i>	
Improve access and retention among CMHCs in order to meet SA and MH NOMS requirements	
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>
11 Regional MHMR Boards who attended the NIATx CLA	Steve Shannon, KARP; Donna Hillman, SSA; Division of Behavioral Health; Executive Directors of CMHCs; Other State Agencies (Department for Community Based Services, Department of Corrections)



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

- a. Facilitate coaching based on requests for assistance with Change Projects
- b. Develop Learning Collaborative phone conferencing process and schedule and encourage involvement
- c. Track who is involved and to what level
- d. Make check-in calls to interested CMHCs and note what type of TA the site would like

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

- a. Lack of time and commitment of CMHCs
- b. Limited time available to commit to project by SSA, Division of Behavioral Health
- c. Lack of resources (money, time, staff, etc.)

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

Actions:	Date (Duration):	Status:
Track the number of people who regularly participate in Learning Collaborative phone calls.	10/28/09 and 11/2/09	Monitor attendance on first set of CLA calls (4 out of 11)
Educate sites about value of coaching and 1:1 technical assistance; all sites who need technical assistance will receive it.	November, 2009	
Keep abreast of each Region's status by tracking the number of sites completing at least one Change Project.	Ongoing	
Develop coaching capacity at state level	January 11-12, 2010	Will nominate two state level individuals to attend Coaching Academy in D.C. in January, 2010

Sign off Sponsor:

Donna J. Hillman

Review Date:

11-9-09



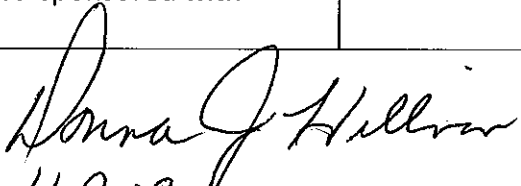
Project Charter

Today's Date: 11-9-09

Project Name: KY NIATx-SI Learning Collaborative	
Executive Sponsor: Donna Hillman	
Project Manager/Change Leader: Louis Kurtz	
Additional Team Members: Lynn Posze, Erin Stevenson, Jane Oliver, Hope Barrett, David Smith	
Project Description: <i>What is the AIM?</i>	
Develop an effective Practice Improvement Learning Collaborative of NIATx partners through use of a variety of IT options (i.e., webcams, video conferencing, Webinar, 1-800 calls)	
Sustainability Case for Addiction Services: <i>Why is this project important?</i>	
Focus aimed at improvements, shared learning, and supportive connection between Division of Behavioral Health and CMHCS. We need an efficient method for reaching consensus in sharing problems (and posing solutions) and that effect the system.	
Creating a Powerful Vision: <i>What is the desired future?</i>	
Support and improve role of Division of Behavioral Health as technical assistance provider and partner with CMHCs – (not the negative distant overlord); align our missions.	
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>
11 Regional MHMR Boards who attended the NIATx CLA; CMHC staff designees who participate in the Quality Management Outcomes Committee (QMOT)	Steve Shannon, KARP; Donna Hillman, SSA; Division of Behavioral Health; Executive Directors, CMHCs



Generating Ideas to Close The Gap: <i>What are your strategies?</i>		
<ul style="list-style-type: none"> a. Topic driven agendas b. Use designated coach and other state staff experience who are in the NIATx SI collaborative (e.g. Susan Brandau) to assist in developing useful conference calls (whatever the medium) c. Identify most preferred methods for connecting d. Develop Learning Collaborative phone conferencing / webcam process – connect with University and SA directors who already have equipment (Health Department) 		
Project Risks: <i>What actions, events and situations may positively or negatively impact the project?</i>		
<ul style="list-style-type: none"> a. Lack of time and commitment of CMHCs b. Limited time availability of SSA, Division of Behavioral Health c. Staff assignment changes at DBH might be made by executive management; focus/priorities may change 		
Executing the Plan/Milestones: <i>How will we know we are making progress?</i>		
Actions:	Date (Duration):	Status:
Host planning meetings for continuing discussion and agenda development	December 8, 2009	
Meeting agendas include summary of discussion, resources/ideas developed, next steps, and next meeting date	Ongoing	
Track the number of people who regularly participate in Learning Collaborative phone calls	Ongoing	
Select a communication method (e.g. regular webcam or video contact) that best meets the needs of providers	December 8, 2009	
Host a one-day, face-to-face "showcase" at end of project (co-sponsored with KARP)	May, 2010	

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Project Name: KY NIATx-SI Performance Indicators	
Executive Sponsor: Donna Hillman	
Project Manager/Change Leader: Louis Kurtz	
Additional Team Members: Lynn Posze, Erin Stevenson, Jane Oliver, Hope Barrett, David Smith	
Project Description: <i>What is the AIM?</i>	
Establish core set of performance indicators related to access and retention; link to performance based contracting process (tie to funding)	
Sustainability Case for Addiction Services: <i>Why is this project important?</i>	
Accountability for public funds is critical; need to meet federal National Outcome Measures (NOMS) requirements for substance abuse and mental health	
Creating a Powerful Vision: <i>What is the desired future?</i>	
Division of Behavioral Health will purchase high quality, effective services that are measured by a set of clear, performance indicators. Performance expectations will be understood by all providers.	
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>
All 14 Regional MHMR Boards who attended the NIATx	Steve Shannon, KARP; Executive Directors, CMHCs; Donna Hillman, SSA; Division of Behavioral Health staff; consumers and family/friends; legislators; Cabinet members



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

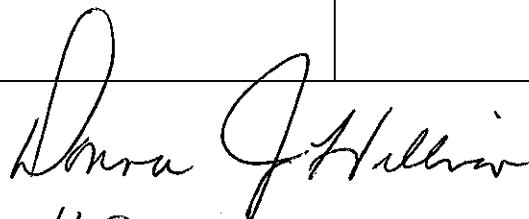
- a. Produce data reports to compare/contrast regional access, retention, and penetration rates
- b. Work on data quality through existing groups (DUG, JCIC, QMOT)
- c. Educate Division of Administration and Financial Management (A&FM) about importance of performance contracting and how NIATx can assist with processes to meet NOMs data needs (and increased accountability for public funds)

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

- a. Limited time commitment of SSA, Division of Behavioral Health and staff within Division of Administration & Financial Management (AF&M), new commissioner
- b. Difficulty in developing performance based contracting in past
- c. Learned helplessness across the state
- d. Past negative contact between DBH and CMHCs in regards to contracting and funds (inconsistencies in expectations from year to year)

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

Actions:	Date (Duration):	Status:
Division of Administration & Financial Management will become part of planning meetings and provide support in developing performance based contracting processes.	January 1, 2010	
Train all staff in Division of Behavioral Health in basics of NIATx method	February 1, 2010	
Develop and adopt initial set of performance indicators will be included in the CMHC contracts for both mental health and substance abuse on at least one substance abuse treatment area (e.g. outpatient, residential, IOP)	July 1, 2010	

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