

# Charter - Example

**Aim:** The Boston Health Clinic seeks to transform the delivery of primary care using the 8 Change Concepts for Practice Transformation. By July 2013, 95% of patients will be empaneled to a care team, and 80% of visits will be with the patients' identified care team. By December 2013, we will see a 50% improvement in patients' confidence in managing their health and care team members will report a 20% relative increase in their satisfaction with the functioning of their team.

Additionally, at least three meaningful use clinical quality measures (starting with % of patients up to date on breast, cervical, and colorectal cancer screening) will be tracked on a monthly basis, and we will close the gap between our baseline performance and the 90<sup>th</sup> percentile national benchmark by 50% for these measures by July 2013 and be at the 90 percentile target by December 2013

**Current State:** The Boston Health Clinic has a wonderful, dedicated team of providers and staff but we recognize that our current system needs to be transformed in order to deliver effective, efficient, patient-centered care in the 21<sup>st</sup> century. Our patients are not reliably seen by their designated primary care providers; patients may wait weeks for appointments; our no show rate is high; and staff morale is low due to the frustrations of daily work.

**Focus/Boundaries:** We will work on the 8 SNMHI Change Concepts in the recommended sequence. Empanelment across all providers will begin immediately with the goal of improved continuity. Three clinicians will start testing aspects of the continuous & team-based healing relationships to optimize the roles of the care team such that these can be spread to the other teams. We are reaching out to some of our patients and families to find at least two who are willing to participate on our transformation team. By January 2013, we expect to start working on access. In June 2013, we will submit our NCQA PCMH Recognition application.

## Measures:

- % of patients empanelled
- Continuity: % of pt visits with the identified PCP and % patients reporting they know who their PCP is
- No Show Rate
- % patients reporting they are confident or very confident in managing their health
- % staff that agree/strongly agree with the statement "I experience excellent teamwork with the members of my team."
- % of patients up-to-date on breast, cervical, and colorectal cancer screening (tracking individually for now, bundled later)

**Timeline: 9/1/2012 – 12/31/2014**

## TEAM

**Day to Day Leader:** Katniss Everdeen

**Project Manager:** Frodo Baggins

**Sponsor/PI:** Indiana Jones

### Team Members:

Juliette, Physician

Romeo, NP

Cordelia, Resident

Miranda, Front Desk

Prospero, MA

Helena, SW

Perdita, Practice Administrator

### Consultants:

Caliban, IT

Titania, Patient Advisor