



## **REGIONAL ENCOMPASS IMPLEMENTATION COMMITTEE (EIC)**

**Revised 4-03**

### **PARTNERSHIP VISION**

Recognition as a model of excellence for a system of care that is confirmed by our customers' successes

### **PARTNERSHIP MISSION**

To assure the delivery of quality services to consumers so as to achieve their desired outcomes

### **PARTNERSHIP VALUES**

- Shared Vision/Mission
- Consumer involvement in all areas of the affiliation.
- Diversity
- Leadership across the community and the state.
- Continuous learning and improvement
- Meaningful outcomes

### **COMMITTEE VALUES**

With respect to efficiencies and centralization, the Encompass Implementation Committee, will focus its efforts on the regionalization of core Information System (IS) software functions and only maintain local variances that support or maintain the unique aspects of our local communities and/or service delivery systems. These local variances do not include local PI data reporting enhancements unless approved by the regional PI committee.

## **COMMITTEE PURPOSE**

To implement a region wide multidisciplinary committee to standardize, automate and integrate core IS functions related to the Encompass software. Attachment A, defines the core functions, software scope and the committee membership. This diagram also represents a sample communication flow between the core system (WCHO designers/PCE) and the regional affiliates. In addition to developing and enhancing these core software functions, this workgroup should also review and incorporate compliance standards related to the Center for Medicare/Medicaid Services (CMS) via-the External Quality Review (EQR), HIPAA (Healthcare Information Portability and Accountability Act – 1996) and the emerging best practices as they relate to Electronic Health/Medical Records (EHR/EMR).

## **COMMITTEE VALUES AND PRINCIPLES**

- Maintain and promote the ongoing Encompass implementation process.
- Use and revisit as necessary Learning Organizations principles as a way to promote standardizing software implementation.
  - System Thinking
  - Shared Vision
  - Team Learning
  - Mental Models
  - Personal Mastery
- Value the diversity of the team and learn from each other.
- Adopt EHR/EMR best practices
- Assure the timeliness and quality of Encompass enhancement request
- Be accountable for agreed-upon activities.

## **REPORTING**

- Quarterly Reports and/or as requested to the Affiliation Executive Committee (AEC)
- Quarterly reports/updates to the Performance Improvement Committee
- State reports per PIHP and CMHSP contract obligations
- Other reports as requested

## **COMMITTEE ROLES**

The roles and membership of this committee (as outlined below) should include a workgroup chair, a director/coach, information and/or finance managers, the identified liaisons from each affiliate and select regional workgroup/committee chairs (e.g. EIC reports sub-committee, Quality Improvement (QI) and Clinical Care.

### Executive Coach and Workgroup/Committee Chair

<b>NAME (Asst. Name)</b>	<b>ROLE</b>	<b>E-MAIL (Asst. Email)</b>	<b>PHONE / PAGER (Asst. Phone)</b>
<b>Kathy Reynolds</b>	<b>Executive Sponsor/Coach</b>		
Mike Harding	WCHO IS/ Committee Chair		
Eric Kurtz	Workgroup/Co-Committee Chair		
Kevin Sackett	Saginaw Liaison		
Linda Tilot	Saginaw Liaison		
John Heinlein	Livingston Liaison		
Kathy Dettling	Livingston Liaison		
Wendy Cadieux	Lenawee Liaison		
Linda Brown	WCHO Finance		
Jeremy Nelson	WCHO IS		
Teresa Sharp	WCHO IS/Report Committee		
Dan Healy	Regional Physicians		
Shauna Reitmeier	Regional PI		
Jan Baltzell	CSTS Liaison		
Steve Wiland	CSTS Liaison		
Geralyn Harris	Monroe Liaison/Clinical Care		
Teri DeRose	Monroe Liaison		

### Project Teams

<b>NAME (Asst. Name)</b>	<b>ROLE</b>	<b>E-MAIL (Asst. Email)</b>	<b>PHONE / PAGER (Asst. Phone)</b>
Mike Harding	PRU Designer		
Kelly Gauthier	PRU Leader		
Marie Irwin	Billing Leader		
Todd Roberts	Billing Designer		
Dan Healy	MIMA Project Leader		
Todd Roberts	MIMA Designer		
Jeff C	EBP/Benchmarking Project Leader		
Todd Roberts	EBP/Benchmarking Designer		
Kathy Dettling	ROI Project Leader		
Todd Roberts	ROI Designer		
Kathy	Scheduling Project leader		
Eric Kurtz	Scheduling Co-Leader		
Mike Harding	Scheduling Designer		
Linda Brown	CLS Project leader		
Mike Harding	CLS Designer		

Kathy Dettling/Dan Healy	Jail Diversion Co-Leaders		
Chris Akerley	Jail Diversion Designer		
Matt Vergith	Family Chart Leader		
Mike Harding	Family Chart Designer		
Kelly Bellus	Incident Reports Leader		
Chris Akerley	IR Designer		
Linda Tilot	GF Waiting List Leader		
Mike Harding	GF Waiting List Designer		
TBD	SAMSHA (National Otucomes Measures) DD Outcomes, Clinical Dashboard		
Mike Harding	PDF's/ Version Control Leader		

- **Role of Coach**

- Provide advice, guidance, and support to committee chair.
- Act as communication link between the committee and AEC.
- Be an active member of Committee.

- **Role of Chair**
  - Coordinate and facilitate meetings.
  - Provide Members with necessary materials needed for full participation in meetings.
  - Liaison between Committee and Performance Improvement Committee.
  - Identify a Substitute Chair when unable to attend a meeting.
  
- **Role of Members** (It is expected that the members of this committee will have the authority necessary to make decisions at the meetings and to be able to communicate and carryout those decisions within their respective organizations).
  - An affiliate member or backup shall attend at least 75% of all meetings.
  - Come prepared to the meeting and provide active input.
  - Support decisions made by the Committee.
  - Communicate and implement final decisions in respective county.

## **STRATEGIC PLAN ALIGNMENT**

In addition to the committee purpose, the EIC should be continually testing its implementation and its information strategies with that of the strategic plan and executive initiatives.

## **GOALS**

- Implement a consistent project management/development process as it relates to Encompass software development (F.Y 05/06).
- Develop a work plan to ensure that all Encompass software modules (as applicable) are used uniformly across the region (FY. 05-07)
- Implement a standard satisfaction survey that can be benchmarked against national IT indicators and used to reflect user satisfaction.

## **INDICATORS**

- Baseline and benchmark the length of time to complete identified project milestones for Encompass enhancements/development (attachment B). (FY. 06/07)
- Baseline, trend and improve Encompass system/software satisfaction as measured through bi-annual staff surveys. (05/06). This indicator will address three domains: A. Overall System/PCE B. Workflow and ease of use. C. Communication and training.

## **COMMUNICATION PLAN**

To assure transparent communication of all aspects of information strategies (regional, vendor and at each affiliate), each regional affiliate will assign at least one EIC Point Person/Liaison to communicate regional IS initiatives as well as filter and prioritize their respective organizations IS requests (Liaisons identified in attachment A). Additionally, all IS enhancement, maintenance and report requests, will be identified and prioritized by the AEC and EIC and the results will be disseminated using the regional Encompass IT requests module. This module will be viewable to all staff and related providers as applicable.

To implement this communication plan the following process will be utilized to elicit group consensus and to ensure consistent committee communication.

- ❖ Decision-making process
  - Utilize the gradients of agreement model for consensus building
  - Support the decision once agreed to by the committee
  - Be well informed of local issues in order to make timely decisions
- ❖ Roll out decisions to involve other stakeholders
  - Utilize local mechanisms to involve others
- ❖ Provide feedback for possible revision/improvement to decisions
  - Provide team with constructive input
  - Report to team on progress of implementation

## **CONSUMER ROLL/INVOLVEMENT**

Consumer involvement will be through their participation in the Performance Improvement Committee and through any requested reports from the Consumer Advisory Council.

## **RESOURCES**

Mental Health Code  
Mental Health Chapter 3  
CPT Codes  
HCPCS  
MDCH Master Contract  
Medicaid DEG  
JACHO  
BBA  
EQR  
PCE (Encompass vendor)

