

## **POINT CONTINUOUS IMPROVEMENT COACH/SKILLED VOLUNTEER REQUEST**

### **Mission of Organization:**

The mission of X Organization is to help children and their families improve their mental health and wellness.

### **Background/Context Setting for Project:**

X Organization is a partnership between 3 different organizations that provide comprehensive mental health services for children and families in the X Area. When we opened in November of 2012, kids were waiting 60 days for an appointment with a mental health provider. We quickly realized that the demand for services was greater than we ever anticipated. X Organization opened an additional center in 2014 to meet the urgent needs expressed by the community. We have made significant strides since opening our doors including reducing wait times for therapy from 60 days to an average of 5 days, and offering crisis appointments within 24 hours and follow-up therapy within 10 days. To date we have served more than 17,820 unique patients with more than 183,000 patient visits; however, a significant gap in services still exists. X Organization is committed to closing that gap by increasing access to services for children and families in our communities.

Access to psychiatry is a priority. X Organization currently has 6 prescribers on our team and our wait time for services is approximately 21 days. This compares to wait times across the state of 3 - 6 months. We have families that will drive well over an hour just to receive care at X Organization. In 2017, X Organization saw **4,500** patients with **14,000** visits for medication management. There are currently 6 psychiatry support staff assisting prescribers (with 1 open position), with a total FTE equivalent of 5.5. These staff members provide the following tasks:

- Preparing charts for provider visits
- Rooming patients and taking vitals
- Managing patient messages
- Patient refills
- Taking crisis calls

However, the reimbursement we receive for psychiatry does not cover the cost to deliver the care. Our support team for psychiatry is very lean and often feels overwhelmed. Ensuring our psychiatry flow is effective and efficient is essential in sustaining our program and meeting our growing demand.

### **Potential Scope of Work:**

X Organization would like to embark on an evaluation of our psychiatry processes to determine if our workflows could be more efficient and if there are better staffing models to meet the needs of our patients and our team. We would see the scope of work to include:

- Mapping out current state with our team - including the voice of our clients/parents
- Identifying what is working well and where there are roadblocks, frustrations and inefficiencies
- Helping us to map out ideal state - including optimal staffing models to best support families and our providers

### **Estimated Time Commitment/Duration of Coach/Volunteer:**

Estimate 6 - 10 hours of team meeting time, with additional time needed to meet with Leadership (2- 4 hours) and potential parent interviews (2 - 3 hours). Ideally we would have the process redesign completed within a 30 - 60 day timeframe. Estimated total time: 10 - 17 hours

**Nonprofit/Group is willing to commit:**

- Cross functional team - psychiatry provider, leadership, nursing, call center, front desk, and parent feedback
- Commitment to have engaged team members that will attend meetings and complete any necessary homework
- Access to requested data
- Space
- Office supplies
- Lunch, treats and all the coffee you can drink!

**Skills/Attributes desired in a volunteer:**

- Skilled facilitator
- Consensus builder
- Empathetic
- Intelligent
- Good listener
- Patient
- Ability to map out process flows
- Appreciation for the challenges of non-profit
- Ability to attend meetings in X location

**Organizational Contact:**

**Name, Title, contact email and phone**