FY 2019 HCCN Project Work Plan Sample

You will complete your Project Work Plans directly in the HRSA Electronic Handbooks (EHB). Use the sample below only as a reference, as it does not provide a complete Project Work Plan. Refer to the Project Work Plan instructions found in Appendix C of the FY 2019 Health Center Controlled Networks Notice of Funding Opportunity (HRSA-19-011).

Important considerations:
- You must gather baseline data from your participating health centers.
- Target percentages should reflect what will be achieved by the end of the 3-year project period, July 31, 2022. Ensure that targets are realistic and achievable given the baseline data and planned activities.
- Key contributing and restricting factors that may affect target percentage achievement must be included.
- Project Work Plan activities must start and end during the first 12 months of the project period, August 1, 2019 to July 31, 2020. Note that your Project Work Plan corresponds with the Response section of your Project Narrative that includes a timeline outlining how Year 2 and Year 3 will build upon these activities.

Goal A: Enhance the patient and provider experience		
Objective A1: Patient Access Increase the percentage of PHCs using health IT to facilitate patients' access to their personal health information (e.g., patient history, test results, shared electronic care plans, self-management tools).		
Baseline Data		
Numerator: 15	**Denominator: 20** | **Baseline Percentage: 75%**	**Target Percentage: 100%**
Baseline Data Source:	PHC patient portal usage data	
Key Factors		
Restricting:	Some PHCs have been reluctant to activate available EHR upgrades, which may include patient portal enhancements.	
Contributing:	PHCs have reported anecdotally that patients want more control over their EHR data, including viewing and sharing.	
Activity 1		
Activity Name: Patient Portal Training		
Activity Description: Provide in person and on demand virtual training for PHC staff in promoting the use of patient portals by educating patients at every appropriate interaction on the available features, benefits, and use of their patient portals (e.g., during scheduling, in the exam room, at check out).		
Person/Position Responsible	**Targeted Start Date**	**Targeted End Date**
HCCN Education Director	August 1, 2019	July 31, 2020
Activity 2		
Activity Name: Activate Available EHR Upgrades		
Activity Description: Develop procedures and provide coaching to facilitate smooth EHR upgrades, limiting service disruption and staff frustration.		
Person/Position Responsible	**Targeted Start Date**	**Targeted End Date**
Chief Information Officer	September 15, 2019	December 31, 2019

Activity 3
Activity Name: Patient Portal Usage Quality Improvement
Activity Description: Identify a patient portal champion and team who will develop and implement a quality improvement plan to maximize the impact of patient portals (e.g., training on data analysis to assess impact of patient self-management tools on patient adherence and clinical outcomes).

Person/Position Responsible	Targeted Start Date	Targeted End Date
HCCN Education Director	January 1, 2020	July 31, 2020