



## Fiscal Year 2020 Project Work Plan Sample

### Instructions for Completing the FY 2020 HCCN Project Work Plan

The Fiscal Year (FY) 2020 Health Center Controlled Networks (HCCN) Non-Competing Continuation (NCC) Progress Report requires submission of the FY 2020 Project Work Plan form within EHBs. The FY 2020 Project Work Plan is prepopulated with the information submitted in your FY 2019 Project Work Plan Update.

You will revise activities and corresponding fields, as needed, to outline plans for the upcoming 12 months of the project period (August 1, 2020 through July 31, 2021). Note: You will only enter information for the editable fields, indicated with asterisks below. If you have identified a need to modify the baseline percentage and/or target percentage for an objective (e.g., to correct calculation errors in your FY 2019 HCCN application, to update the baseline number of PHCs), you can enter the updated baseline and/or target percentages and provide explanations for the changes in the FY 2020 Project Work Plan. Please discuss any changes with your Project Officer before updating baseline or target percentages.

See Table 3 in Appendix B of the HCCN NCC Progress Report Instructions on the [HCCN technical assistance webpage](#) for detailed guidance on how to complete the required fields. **You must complete the Project Work Plan form entirely in EHBs.** Do not upload the Project Work Plan as an attachment. Use this sample Project Work Plan document for reference only.

### Sample FY 2020 HCCN Project Work Plan

Goal A: Enhance the patient and provider experience	
Objective Title	Objective A1: Patient Access
Objective Description	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 Percentage	86%
Updated Baseline Percentage (Optional)*	50%
Updated Baseline Percentage Explanation (Required if Baseline	Our original percentage was not based on the numerator guidance in the Goals and Objectives Development Guide and was based on our own interpretation of the objective description. We originally included 26 as the numerator and 30 as the denominator. The updated percentage is based correctly on patient access of patient portals. (Number of PHCs with at least 50 percent of patients having accessed their patient portal accounts within the last 12 months).



Percentage is updated)*	The number of patients that have accessed their accounts on the portal has been growing, however for several PHCs, the percentage based on the total patient population is less than 50%. When using the Goals and Objectives Guide our baseline percentage is actually lower than what we originally calculated. Our baseline numerator should have been 15, with the denominator remaining at 30 for an updated baseline percentage of 50%.
Updated Baseline Data Source*	PHC patient portal usage data
Baseline Data Source	PHC patient portal usage data
Target Percentage	100%
Updated Target Percentage (Optional)*	85%
Target Percentage Update Explanation (Required if Target Percentage is updated)*	Because the baseline percentage was lower than originally interpreted (50% versus 86%), we have updated our target percentage based on what is feasible within the timeframe and actual progress to date (85% versus 100%).
Current Percentage	60%
Progress Toward Target Percentage	-186%
Updated Progress Toward Target Percentage*	<b>29%</b>
<b>Key Factors</b>	
Key Factor Type*	Contributing
Description*	We are able to provide training using best practices from the highest performing PHCs in our network.



<b>Activities (Propose 2-3 activities for each objective)</b>	
Activity Name*	Patient Portal Training
Activity Description*	In the upcoming 12 months, we will provide 3 onsite and 3 on-demand virtual trainings for PHC staff to continue to improve the use of patient portals. Topics include educating patients on usage and benefits of the portal and improving staff capacity to use available features within the patient portal.
Person/Group Responsible*	Chief Information Officer
Start Date*	August 1, 2020
End Date*	July 31, 2021