



# MULTNOMAH COUNTY AGENDA PLACEMENT REQUEST NOTICE OF INTENT

(revised 08/02/10)

## Board Clerk Use Only

**Meeting Date:** 3/17/11  
**Agenda Item #:** R-5  
**Est. Start Time:** 9:55 am  
**Date Submitted:** 3/4/11

**Agenda Title:** **NOTICE OF INTENT** to Submit an Application for up to \$400,000 to the Robert Wood Johnson Foundation's *Consumer Engagement – A Key to Quality Health Care* Grant Competition.

*Note: If Ordinance, Resolution, Order or Proclamation, provide exact title. For all other submissions, provide a clearly written title sufficient to describe the action requested.*

**Requested Meeting Date:** March 24<sup>th</sup>, 2011 **Amount of Time Needed:** 5 minutes  
**Department:** Health **Division:** Integrated Clinical Services  
**Contact(s):** Nicole Hermanns, Mindy Stadtlander  
**Phone:** 503-988-3663 **Ext.** 26314 **I/O Address:** 160/9  
**Presenter Name(s) & Title(s):** Nicole Hermanns, Mindy Stadtlander, and Susan Kirchoff

## General Information

### 1. What action are you requesting from the Board?

Authorize the Director of the Health Department to submit an application for up to \$400,000 to the Robert Wood Johnson Foundation's *Consumer Engagement – A Key to Quality Health Care* Grant Competition.

### 2. Please provide sufficient background information for the Board and the public to understand this issue. Please note which Program Offer this action affects and how it impacts the results.

A key element of a high-quality health care system is the inclusion of genuine opportunities for consumers to engage not only in decisions related to their individual treatment, but in the design, delivery and evaluation of health services and systems. While the importance of this element is recognized, health care providers continue to struggle to identify and incorporate meaningful client engagement activities into their ongoing work.

This grant will provide MCHD with funding to enhance its current client engagement activities to improve care and redesign services through the following core activities: 1) Develop and pilot a standard set of cost neutral, empowering client engagement tools based on current NHS Experience

Based Design templates and methodology to improve quality and value of care and redesign services on a site-by-site basis; 2) Integrate the use and analysis of these empowering client engagement strategies into the daily operations of clinic sites; 3) Develop a process for evaluating feasibility and efficacy of client input among executive leadership and client advisory boards; 4) Implement and assess the impact of suggested service delivery changes; and 5) Implement the process throughout all of the MCHD clinics and disseminate the tools and resources to other primary care sites.

The proposed project will result in four main contributions that are both significant and unique. First, the project will result in the development of a replicable model with concrete tools and resources to collect and incorporate client feedback into the design and implementation of a Medical Home Model. Second, the project will demonstrate the effectiveness of these engagement strategies within a safety net population, with clients with diverse language, cultural, and ethnic backgrounds. Third, aside from the initial resources to develop and evaluate the tools and processes, the project will result in an engagement model that will work within existing leadership and staffing structures, not require additional clinical resources, and can be easily replicated in other primary care sites. Finally, in addition to these community-level impacts, this project will work to incorporate and assess the effectiveness of individual empowerment strategies within this framework, which will have an impact on individual actions and health outcomes.

**3. Explain the fiscal impact (current year and ongoing).**

This grant would provide the Health Department with up to \$400,000 over a two year project period to develop, pilot, and integrate consumer engagement tools in the ongoing operations of its clinics.

**4. Explain any legal and/or policy issues involved.**

None.

**5. Explain any citizen and/or other government participation that has or will take place.**

Health Department clients and members of client advisory boards will be engaged in this project.

## ATTACHMENT A

### Grant Application/Notice of Intent

If the request is a Grant Application or Notice of Intent, please answer all of the following in detail:

- **Who is the granting agency?**  
The Robert Wood Johnson Foundation.
- **Specify grant (matching, reporting and other) requirements and goals.**  
The purpose of this grant program is to fund projects that demonstrate or evaluate sustainable methods to expand the reach and impact of models of consumer engagement. Projects must aim to use consumer engagement to improve quality and health outcomes, while controlling costs and improving value. Particular interest is placed on identifying strategies tailored to engage hard to reach consumers. There are no cost-sharing or matching requirements; regular financial and progress reporting is required.
- **Explain grant funding detail – is this a one time only or long term commitment?**  
The grant will provide the Health Department with up to \$400,000 for a two year project period.
- **What are the estimated filing timelines?**  
The grant application is due on April 5, 2011.
- **If a grant, what period does the grant cover?**  
The grant will cover a two year period, beginning July 1, 2011 and ending June 30, 2013.
- **When the grant expires, what are funding plans?**  
When the grant expires, the project will be completed. No additional funding will be required.
- **Is 100% of the central and departmental indirect recovered? If not, please explain why.**  
100% of the central and departmental indirect costs will be covered by the grant.

## ATTACHMENT B

### Required Signatures

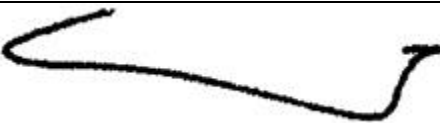
Elected Official or  
Department/  
Agency Director:

*Lillian Shirley*

KJ

Date:

03/02/11



Budget Analyst:

Date:

03/02/11