

## D-1. Telecommunications System Plan & Scope of Work

### Scope of Work:

The goals, strategies and actions which follow are based on three years of investigation, collaboration and teambuilding. The fundamental premise of the Minnesota Association of Community Mental Health Programs, Inc. is that the New Connections for Community Mental Health Program is, for telemedicine:

The right action, at the right time, in the right place, with the right leadership, based on the right principles, for the right reasons, with the essential preconditions, to achieve major, essential improvements in the health of rural Minnesotans, and to catalyze broad-based telemedicine development throughout Minnesota and bordering states.

### **Vision, Mission, Goals, and Value Proposition:**

**Vision:** *Minnesota statewide community-based mental health services, coordinated and teleconnected with people, providers, and partners of Association programs.*

**Mission:** *Provide Minnesotans with high quality, efficient and effective mental health services, on demand, in their own communities near their natural supports of family and friends.*

**Goals:**

- 1. Connect persons to services.*
- 2. Connect all Mn. Assoc. of Community Mental Health Program clinics statewide.*
- 3. Overcome disparities in access for persons served based on community of residence.*
- 4. Connect mental health and healthcare communities via virtual presence communication technologies.*
- 5. Enhance quality of services and efficiency of resource utilization*
- 6. Foster private/public cooperation statewide through tele-mental health and e-Health innovations.*

### **Value Proposition:**

*Combined resources of the Association and its public and private partners*

+

*Leadership, management, and capacity building*

+

*Tele-mental health/tele-health connectivity*

+

*Electronic medical/health records*

+

*Inter-organizational scheduling/practice management system*

=

*Mission*

## **Specific Project Activities:**

- 1.0 Acceptance of USDA funding and final agreements
- 2.0 Construction/installation Stage
  - 2.1 Publish Request for Bids for transmission network backbone, end-point connection, centrally accessed facilities, services, rates, requirements for cooperation with end-point equipment master contractor, and administrative policies and procedures
  - 2.2 Publish Request for Bids for end-point equipment, installation, services, rates, requirements for cooperation with network master contractor, and administrative policies and procedures.
  - 2.3 Initiate and complete end-point site (room) designations, improvements, & premise wiring.
  - 2.4 Procure all displays, stands, and site-specific equipment.
  - 2.5 Award network master contract.
  - 2.6 Award equipment master contract.
  - 2.7 Complete site-specific network service orders and vendor agreements.
  - 2.8 Complete equipment orders for sites.
  - 2.9 Centrally coordinate with network master contractor all network installation & testing.
  - 2.10 Centrally coordinate with equipment master contractor all site installation
  - 2.11 Complete all site testing and certification.
  - 2.12 Complete all network-wide testing and certification including on testing through master contractor bridges and gateways and off-network bridges and gateways.
  - 2.13 Complete testing of remote management connectivity to all end-point sites.
  - 2.14 Complete all centrally-performed operational policies and procedures preparatory for use in site training.
- 3.0 Preparations for start-up of operations
  - 3.1 Completion by work-groups of operational policies, procedures, & performance standards for all start-up applications.
  - 3.2 Conduct on-site project orientations for mental health center board of director members, employees, and community stakeholders on plans, schedules, and processes leading to full program operation
  - 3.3 Complete decisions on administrative systems for scheduling site & network usage.
  - 3.4 Complete designation of statewide operational work group, site coordinators for all sites, & orientation to responsibilities of these positions.
  - 3.5 Complete phased schedule of applications ready for start-up during year one of program.
  - 3.6 Operational work groups will complete policies & procedures according to phased schedule of applications
  - 3.7 Completion of operational training content & schedule for technology start-up.
  - 3.8 Completion of user training content & schedule for clinical applications.

- 4.0 Training & certification of all persons involved in operations, including stakeholders
  - 4.1 Implement training plan/schedule to complete all site training for general operations.
  - 4.2 Implement training plan/schedule to complete all site training for clinical applications.
  - 4.3 Personnel completing training are not certified ready until successful completion of two virtual presence communication events.
  - 4.4 Complete follow-up training & re-training as required to certify personnel & sites ready for production operations consistent with the phased schedule of applications.
  
- 5.0 Operational management, monitoring, evaluation, corrective action, & quality assurance
  - 5.1 Operational management workgroup will review performance data from sites, site coordinators, vendor operational personnel, & take corrective actions & retraining as required.
  - 5.2 Operational management workgroup will report all issues & actions to all mental health center CEO's & to the Mn. Assoc. of Community Mental Health Program Executive Director.
  - 5.3 Clinical policy workgroup will monitor & report all telemedical practice & reimbursement issues to the Operational management workgroup.
  
- 6.0 Communication and cooperation at the community & statewide level.
  - 6.1 Community partner workgroup will invite participation by other organizations in the starting up of the network to assure collaborative development.
  - 6.2 Community partner workgroup will promote the use by health care organizations the use of New Connections Program facilities, interconnection with locations on and off the network, & the cooperative development & expansion of client service applications.
  - 6.3 CEO-led joint development work will occur with other leaders to expand the inclusiveness and connectedness of telemedicine services for people in rural communities.
  
- 7.0 Phasing in of applications