
Suicide Prevention Project Charter

Purpose of Project: Prevent suicide attempts and completions among Centerstone service recipients.

Goals of Project:

- Centerstone to adopt a philosophy of “suicide is a never event.”
- Develop a best practice model for suicide prevention for Centerstone. (completed)
- Reduce Suicides at Centerstone
- Create a culture of suicide prevention

Baseline Metrics for Project:

- Tennessee Suicide rate (from a monthly rate of .02 -.036 per 1,000 service recipients in FY 2011).
- Indiana Suicide rate (from a monthly rate of 0 -.02 per 1,000 service recipients in FY 2011).

Target Metrics for Project:

- 3 months
 - 100% of managers/supervisors are trained in the CSSRS
- 6 months
 - 100% of gatekeepers (aka all staff) are trained in the CSSRS
 - Reduction of 50% of suicides by Centerstone patients
- Target Metric: No more than .01 completed suicides per 1,000 service recipients

Cost of Project:

IT Hours: Phase 1 (getting basic metrics in system)— 4 hours ; Phase 2 (getting CSSRS in progressnotes & intake) – ~40 hours ; Phase 3 (CDSS with prompts for at-risk patients) – **TBD # of hours.**

Project Staff Hours (include meetings): 6 staff x 3 hours a month = 18 hours a month. 1 staff leader at 36 hours a month.

Direct Staff Hours (trainings, etc): 2,000 staff X 2 hour training = 4,000 hours annually.

Materials/Curricula/Travel: Training = free; Curricula = free; Travel for project lead to clinics & team meetings = Indiana 4 overnight trips (\$200/day x 2 days x 4 trips = \$1600) + mileage (\$300/month mileage = \$3600). Total Travel = \$5200.

Scope of Project

Project will:

- Create an enterprise Suicide Prevention Committee to oversee project launch & ongoing compliance.
- Implement infrastructure within the E.H.R. to:
 - Track suicide-related outcomes
 - Assess suicide risk
 - Determine level of risk
 - Monitor individuals at risk for suicide.
- Implement analytics that
 - Tracks staff compliance to protocol
 - Analyzes efficacy of protocol.
- Implement processes & evaluation mechanisms in order to improve suicide attempt & completion monitoring & evaluation. This includes:
 - Implementation of a root cause analysis process for every completed suicide.

- Implementation of a VPU productivity replacement for staff working with an at-risk patient to prevent a suicide. Such work often is time-consuming, and staff need encouragement to complete clinically sound practices without the worry of not meeting productivity.
- Train all current staff in suicide prevention protocol. Incorporate suicide prevention protocol into orientation training for all new staff.
- Launch an on-going enterprise wide Suicide Prevention Program to monitor metrics, evaluate barriers and challenges, & implement solutions.

Project will not:

- Change the role of the QI departments in each state to maintain data on all suicide attempts and completions by service recipients.

Identified Key Stakeholders (*persons that must be consulted before project plan is finalized*):

- COOs
- CEOs

Proposed Timeline:

- **Development:** Started September, 2011 Ends: August, 2012
- **Training:** Starts October, 2012; Ends: December 31, 2012
- **Implementation;** Starts January 1, 2013; Ends: July 1, 2013
- **Evaluation & Oversight:** Starts July 1, 2013; Ends: No End. Ongoing Evaluation.

Team

- Sponsor & Project Manager – Becky Stoll
- Technology Liaison – Christina VanRegenmorter
- Communications Liaison – Natalie Stone
- Kathy Ballinger, David Carrico, Jenny Harrison, Rebecca Marshall, Kathy Rogers, QI person in IN?
- Past assigned team members -- Jerry Neff, Karen Rhea, David Ayer

Roles/Responsibilities

Sponsor & Project Manager

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| <ul style="list-style-type: none"> ■ Represents the project to the Clinical Excellence Council ■ Project meeting facilitation ■ Transparent project plan maintenance ■ Writes meeting agendas/minutes ■ Resolves Issues ■ Tracks Hours | <ul style="list-style-type: none"> ■ Completes checklists for each project phase & reviews with Sponsor/ Champion before transitioning between project phases. ■ Supports entire team project team in making their jobs easier, better, and faster to complete |
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Technology Liaison

- Coordinates gathering & documentation of technological functionality-related business requirements from team members and applicable stakeholders.
- Represents technology-related needs of project & coordinates completion.

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Communications Liaison

- Develop internal marketing campaign for suicide prevention.
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Project Team Expectations

- Report Status to PM weekly (if not present in meeting, make report 24 hrs in advance)
- <48 hour business day email response to team member requests.
- Promptly update PM on barriers to completion of tasks.
- Professional Behavior: be respectful, honest, open-minded, creative, & and prompt.
- Be accountability: to the PM, to your fellow team members, to the stakeholders.
- Transparency: If you see a potential barrier or solution (even if not in your task list), voice it.
- All significant decisions made during team meetings (face to face, video, conference call).