

Lessons Learned

Mendocino SHARE Project

The Project:

- HRSA/HCAP \$1.8mm grant to ARCH
- 3 year Sept 03 – Aug 06
- Goals (improve diabetic patients' health)
 - HRE to aggregate health history at point of care
 - Coordination for consistent standard of care
 - Coordination to increase patient assistance for under- and un-insured patients

Key Milestones

- Aug 03 grant proposal
- Sep 03 grant year start
- Oct 03 late award notification
- May – Aug 04 PoC software development
- Aug 04 end of grant year 1
- Jan – Aug 05 Pilot software development
- Aug 05 end of grant year 2

➔ Out of synch Grant and Project schedule

Project Results

- Signed Data Sharing Agreements
- Operational HRE with 4 clinics' data
- National recognition of HRE approach
- Better data sources in clinics
- Infrastructure for further data sharing
- Basis for further collaboration in County

Challenges

- HCAP schedule disjoint with project schedule
- Inadequate program planning preceded implementation
- Poor communication on expectations and project changes
- Waning participant engagement

Lessons - Planning

- Detailed project plan is critical to success
- Grant proposal inadequate for execution
- Documented Plan is evidence of planning
- Plan sets and manages expectations
- Planning process builds consensus
- Stakeholders must validate the Plan

Lessons - Grantors

- Funder schedule may be an untenable constraint
- Funder requirements/constraints must be clear
- Clarity essential between Funder and Stakeholder expectations

Lessons - Collaboration

- Early engagement/commitment is essential from Stakeholders
- What commitment necessary for success?
- Commitment must be met by deliverables

Lessons - Execution

- Match the deliverables to the technical capability of receivers
- Tangible, regular, meaningful deliverables demonstrate progress
- Rush to execute on a flawed schedule can be fatal
- Be very careful with software contracts

Lessons - HRE

- HRE goals/ mission must match the operating organization
- Adequate resources for industrial operation
- Risk is measured in headline “inches” and patient trust

Lessons - Communication

- Round-trip communication (feedback) drives consistent understanding
- Effective communication essential for multi-stakeholder projects
- Communication and agreement on goals are most difficult tasks