

Memorandum of Understanding
Centering Healthcare Institute - Practice Site Name

At the heart of successful Centering implementation is a secure partnership between the clinical site and the Centering Healthcare Institute (CHI) support team. CHI offers a robust implementation process based on decades of experience and evidence-based practices in order to ensure that sites are set up for long-term sustainability. We recognize that Centering is a significant investment of time and resources and want to make sure that we make the very best use of both. The purpose of this Memorandum of Understanding (MOU) is to establish roles and responsibilities, as well as clear expectations, between CHI and Practice Site Name during the implementation consultation period *Implementation start date & end date, completed by CHI* at Practice Site Address. This MOU outlines the essential components of successful implementation and sustainability of Centering, please review it carefully with your staff and discuss your questions and concerns with CHI staff before signing.

CHI RESPONSIBILITIES:

- Provide the Site with the license agreement and MOU for signature.
- Respond to Site's calls and emails within 72 hours.
- Assign a CHI Implementation Team to guide your Site's implementation process.
- Outreach to Site's main contact for status updates every other week initially, and monthly after Centering groups begin.
- Support Site's Steering Committee¹ (SC) and Centering Coordinator through the length of this contract.
- Meet with Site representative(s) to provide guidance on SC development and meeting effectiveness, including clear expectations for the SC and system support for Centering Implementation.
- Attend the first SC meeting to introduce CHI and our role as partners in setting infrastructure; review of process details, timeline, CenteringCounts and CenteringConnects, etc.
- Provide Site with access to a shared interactive Centering Implementation Plan (CIP) Tracking Tool where both parties will collaborate to set an optimal implementation timeline with clear milestones and progress tracking on a monthly basis.
- Collaborate with Site to plan and design its Kickoff Day agenda. Kickoff Day will be scheduled by the end of the first month of implementation activities to ensure that it occurs approximately three months into the CIP.
- Provide training on use of CenteringConnects, CHI's national online platform for sharing and interaction among sites.
- Provide support to Site to determine appropriate participants for CHI's Basic Facilitation Workshop and work with Site to host an on-site workshop (if purchased) or schedule participants for an off-site workshop.

¹ The Centering Steering Committee is a group that guides and manages the changes necessary to implement Centering group care.

- Work with Site to monitor and assess the effectiveness of Site’s patient enrollment plan and scheduling of groups.
- Check in with Site after first group and attend a SC meeting after second group to review facilitation, attrition, health assessment, etc. and to celebrate successes and troubleshoot any issues as a team.
- Review CenteringCounts data and collection process after the first group completes.
- Guide Site on Site Accreditation² (SA) process, co-create SA schedule, be available for questions and develop (with Site) an appropriate timeline for SA visit.
- Assign a member of its team to conduct SA and provide Site with a final report and SA award or conditions of award.

The Start Up process includes a series of sessions designed to help each site develop their own infrastructure to support Centering implementation and sustainability. The Site’s Medical Director, Administrator or designee will call together a Steering Committee of representatives to participate in the initial meetings as outlined by CHI and subsequent meetings to sustain the Centering model of care. The ideal SC includes representatives from: administration, finance, providers, nursing, staff, scheduling, billing and coding, marketing and public relations and patients, as well as the Centering Coordinator. The SC will work through the sessions prior to their Kickoff Day.

SITE RESPONSIBILITIES:

- Maintain a current site license during the two year implementation period and thereafter as long as Centering groups are being offered.
- Designate a member of its support staff to function as the Centering Coordinator³. This designated staff member will receive a minimum of six hours per week of paid time, allocated to Centering implementation throughout the length of this MOU.
- Designate a member of its clinical staff to function as the Centering Director. The Director will work closely with the Coordinator to ensure that decisions of the SC are executed.
- Provide CHI with full contact information for SC team members for ease of communication and outreach.
- Collaborate with Centering Implementation Team and return their calls and emails within 72 hours.
- Update CIP tracking tool at least once a month. SC minutes will be documented in the tool within five days of each meeting.
- Create a written budget for Centering implementation and sustainability to submit to Site leadership and the Site’s Centering Implementation team after completing the budgeting session in the Start Up materials.

² Site Accreditation recognizes that your practice meets standards for model fidelity and sustainability. The site visitor uses this opportunity to evaluate your practice’s success, celebrate your accomplishments and to identify any remaining areas where CHI might assist you.

³ The Centering Coordinator is the primary person at the practice responsible for managing the components of Centering implementation, including group scheduling, patient outreach, SC meetings and data collection.

Addendum A
Cancellation of Awarded Services

CHI reserves the right to rescind implementation grant services if any of the following expectations are not being met:

- Agreements not finalized (MOU, BAA, site license agreement) by deadline
- Site license not current or license invoice not paid by deadline
- Site unable to begin CenteringParenting groups within six months of implementation start date (or within one year if starting CenteringPregnancy within first six months)
- Site unable to meet milestones +/- three months as described in the implementation timeline developed in collaboration with the Centering consultant and Practice Services Manager
- Site unable to identify appropriate number of providers and support staff (e.g. at least two of each) for Centering Basic Facilitation training within six months of implementation start date
- Any other expectations outlined in MOU are not being met