



## **Memorandum of Understanding (MOU)**

### **Centering Healthcare Institute (CHI)- (Centering Practice Site Name)**

At the heart of successful Centering implementation is a secure partnership between the clinical site and the 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 MOU is to establish roles and responsibilities, as well as clear expectations, between CHI and (Centering Practice Site Name) during the implementation consultation period from (start date) to (end date) at (Centering 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 Committee<sup>1</sup> (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 the Site with access to a shared interactive tracking tool where both parties will collaborate to set an optimal implementation timeline with clear milestones and progress tracking on a monthly basis

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

- 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 3 months into the implementation plan
- 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 onsite workshop (if purchased) or schedule participants for an off-site workshop
- 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 Steering Committee meeting after second group to review facilitation, attrition, health assessment, etc. and to celebrate successes and troubleshoot any issues as a team
- Review Centering Counts data and collection process after the first group completes
- Guide Site on Site Approval<sup>2</sup> (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 steering committee meetings as outlined by CHI and subsequent meetings to sustain the Centering model of care. The ideal Steering Committee 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 Kick Off Day.*

#### **SITE RESPONSIBILITIES:**

- Designate a member of its staff to function as the Centering Coordinator<sup>3</sup>. 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
- Provide CHI with full contact information for SC team members for ease of communication and outreach

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<sup>2</sup> Site Approval 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.

<sup>3</sup> The Centering Coordinator is the primary person at the practice responsible for managing the components of Centering implementation, including group scheduling, patient outreach, steering committee meeting and data collection.

- Collaborate with Centering Implementation Team and return their calls and emails within 72 hours
- Update implementation tracking tool at least month 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 Centering Start Up materials
- Register eligible facilitation teams (provider and non-provider) for Basic Facilitation Workshop. Please note this may be an onsite workshop or CHI hosted workshop
- Develop a robust system wide patient enrollment and retention plan in order to establish Centering as a standard of care at their location
- Provide all clinic staff with an intentional orientation to Centering as a new model of care using written and/or video introductions. In addition, include all staff in Site Kickoff Day’s Centering overview, to ensure that all have the same level of understanding
- Provide all Centering provider staff with a four hour block of time for each Centering group session
- Create plan to orient new medical assistants, intake personnel and other "frontline staff" with Centering training on recruitment practices, goals and protocol
- Update Centering data in CenteringCounts at least once a month and manage ongoing data collection. If needed, seek support from CHI around data collection challenges in CenteringCounts and keep data updated to prepare for Site Approval
- Site will apply for SA within 12 months of beginning Centering groups. At least two months before the SA visit, Site and will work with CHI to develop a schedule for the day

This MOU may only be terminated if Site discontinues Centering during consultation period. This MOU is not transferable. No additional modifications to this MOU are authorized. If either party requires changes they must be agreed upon, in writing, by both parties.

Both organizations agree to work together as described above in preparation for and implementation of Centering Groups from the aforementioned consultation period.

By signing below, I certify that I have read the above statements and understand the responsibilities of each party and role in Centering implementation.

**CUSTOMER:**

**CENTERING HEALTHCARE INSTITUTE:**

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Signature  
(Name and Title)

Date

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CHI Signature  
(Name and Title)

Date