



## ICAN! Quality Hub Network Application

Thank you for your interest in partnering with Illinois Contraceptive Access Now (ICAN!), a five-year (2021-2025) statewide initiative to advance reproductive health equity by improving the quality and coverage of contraceptive care. Please complete the following application and submit no later than Friday, March 4<sup>th</sup>. Award announcements will be made Monday, March 28<sup>th</sup> with an initial award to be issued upon submission of deidentified data and completion of staff training requirements in July 2022. Final applications and additional questions can be submitted to ICAN!'s Program Director Jordan Hatcher ([jhatcher@alliancechicago.org](mailto:jhatcher@alliancechicago.org)). We are grateful for your interest and support to make contraceptive access possible for all Illinoisans!

### BACKGROUND INFORMATION

#### Health Center Information:

Health Center Name:	
Street Address	
City:	
State:	
Zip:	
Number of unique sites:	
# unique site locations. Include link to site addresses if available.	
Patient volume the last calendar year by: <ul style="list-style-type: none"><li>• age and gender</li><li>• % Medicaid</li><li>• % uninsured</li></ul>	

#### Applicant Information:

Name:	
Title	
Primary location(s)	
Email:	
Phone:	



## CLINICAL AND OPERATIONAL CONTRACEPTION PRACTICES

ICAN! health center partners believe in the mission of ICAN! and are eager to be part of this innovative approach to expand access to TRUER (Trauma-Informed, Respectful, Unconscious-Bias Aware, Evidence-Based, and Reproductive Well-Being-Assessed) Contraceptive Care. Health centers must have achieved certain elements of clinical and operational performance to qualify for partnership. Health centers should also demonstrate a commitment to improving clinical and operational practices to ensure high-quality contraceptive care.

Please rate your health center on a scale of 1 to 5 for each of the areas below. Your responses will help ICAN! understand your health centers unique strengths and areas where ICAN! training and technical assistance would be of greatest value.

- 1 = Does not happen, novice level
- 2= Sometimes happens, beginner level
- 3= Usually happens, proficient level
- 4= Almost always happens, advanced level
- 5= Always happens, expert level

### Clinical Information

*\*Denotes elements required to qualify for partnership*

	Practice evidence-based care consistent with <i>CDC's Quality Family Planning Guidelines and Medical Eligibility Criteria</i> , including STI testing & treatment*.
	Offer all options for pregnancy counseling/referral*.
	Offer full spectrum reproductive health services for all sexual orientation and gender identities: preconception health; basic infertility, prenatal & perimenopause care; hormonal management*.
	Provision of all FDA-approved contraceptive options for all patients to obtain same-day contraceptive services (except tubal ligation and vasectomy) *.
	Routine screening of all patients of reproductive age, regardless of chief complaint, for contraceptive needs and desires.
	Patient-centered contraceptive counselling using shared decision-making offered for all people with a desire for contraception.
	As clinically appropriate, willingness to provide one-year supply of contraceptives for both in-house dispensing or outbound prescription
	Offer unconscious/implicit bias-aware and trauma-informed care that promotes positive relationships, safety, choice, and empowerment and is sensitive to patients' lived experiences.
	For all minors 12+, offer access to SRH care without parental/guardian consent including private time with their provider.

**Please select the contraceptive methods currently offered at your health center:**

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Pill         | <input type="checkbox"/> Condom                         |
| <input type="checkbox"/> Patch        | <input type="checkbox"/> Internal condom                |
| <input type="checkbox"/> Ring         | <input type="checkbox"/> Cap or diaphragm               |
| <input type="checkbox"/> Shot         | <input type="checkbox"/> Vaginal gel                    |
| <input type="checkbox"/> Implant      | <input type="checkbox"/> Emergency contraception - IUD  |
| <input type="checkbox"/> Hormonal IUD | <input type="checkbox"/> Emergency contraception - pill |
| <input type="checkbox"/> Copper IUD   | <input type="checkbox"/> Tubal ligation                 |
|                                       | <input type="checkbox"/> Vasectomy                      |



**Please provide any additional detail relevant to responses provided above:**

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**Operational and Administrative Information:**

*\*Denotes elements required to qualify for partnership*

	Ability to provide timely appointments for contraception (ex: EC within 120 hours) *.
	Unduplicated patient volume is greater than 20,000 per year*.
	Over 30% of patients are Medicaid payors and/or <50% are commercial/private payors*.
	Enrolled with all geographically relevant Medicaid managed care organization plans*.
	Able to counsel, accept, verify, and bill for commercial/private insurance*.
	Provide basic financial counseling to support enrollment and coverage verification*.
	Policies support never turning away a client due to inability to pay, including offering a sliding scale for noninsured/underinsured*.
	Access 340B pricing for buy and bill contraceptives when applicable*.
	Provide appropriate service accommodations for low literacy and non-English speakers, people with disabilities, LGBTQIA, minors, and homeless/at risk of homelessness*.
	Provide contraceptive services via virtual or telehealth.
	Solicits patient feedback to measure quality of care.
	Data extraction/analytics staff available and capable of routinely providing data exports from PM/EMR and to collaborate on data validation and ongoing quality improvement efforts.

**Please provide any additional detail relevant to responses provided above:**

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## ROLES AND RESPONSIBILITIES.

ICAN! works through an **ICAN! Champion** and **clinical leads** from each of the key applicable departments that serve people of reproductive age: Women’s Health, Pediatrics, Internal Medicine, and Family Medicine.

**The ICAN! Champion** serves as a liaison between ICAN! and the health center, including the clinical leads. The ICAN! Champion supports the development and implementation an ICAN! action plan and participates in monthly meetings to analyze KPI and PREM data; quarterly ICAN! Quality Hub Network meetings to share lessons learned and promising practices; and ad hoc exchanges with health centers, external experts, or ICAN! leadership. It is strongly recommended the ICAN! Champion be an executive-level individual with decision-making authority within their health center.

### ICAN! Champion Information

Name	
Title	
Email	
Phone	
Primary location(s)	
Please describe how this individual is well placed to initiate systematic change for improved contraceptive care at your health center.	

**The Clinical Leads** receive routine (monthly) email communications from ICAN! that includes KPI and PREM data, emerging contraceptive best practices, and quality improvement recommendations. Clinical leads will steward the ICAN initiative within their clinical teams by advancing quality improvement recommendations grounded in KPI or PREM data, including through improved EMR documentation and workflow.

### Clinical Lead(s) Information:

Clinical Department	
Name	
Title	
Email	

Clinical Department	
Name	
Title	
Email	

Clinical Department	
Name	
Title	
Email	

Clinical Department	
Name	
Title	
Email	



**Additional Health Center Staff:**

Please provide detail on additional health center staff, including the number of family planning (FP) providers. If clinical department is not applicable, write “N/A”. Proficient means they are regularly providing comprehensive family planning services, including IUDs and contraceptive implants.

Type of Provider	Physicians		APRN/PA	
	# Proficient FP providers	# Total	# Proficient FP providers	# Total
OBGYN/Women’s Health				
Peds/Adolescent Medicine				
Internal Medicine				
Family Medicine				
Other: _____				

**KEY PERFORMANCE INDICATORS**

One of the ways ICAN! provides tailored support to health centers and measures progress over time is through regular collection and review of KPI reports that include the following metrics:

- Method mix percentage for all family planning methods (i.e. pill, patch, ring, shot, IUD, implant, barrier methods, natural family planning, and others).
- Payor mix percentages for all people of reproductive age (15-49) and contraceptive encounters.
- Total number of contraceptive visits (ICD-10, Z30.XX) and pro-creative visits (ICD-10, Z31.XX) codes for all people of reproductive age (15-49). Include gender, sexual orientation, race/ethnicity, and age breakdown

Are you able to submit monthly reports to ICAN! of required KPI data?	Y	N
Are you willing to support the collection of patient-reported experience metric (PREM) surveys to help understand, inform, and improve quality of care?	Y	N

**Please attach baseline data for the previous full calendar year for the 3 KPIs listed above.**

Thank you for completing your application to partner with Illinois Contraceptive Access Now (ICAN!). We look forward to reviewing your application and sharing award announcements by Monday, March 28<sup>th</sup>. Should you have any questions ahead of that time, please contact ICAN!’s Program Director Jordan Hatcher ([jhatcher@alliancechicago.org](mailto:jhatcher@alliancechicago.org)).