



## Memorandum of Understanding (MOU): ICAN! Quality Hub Network (QHN) Agreement

In accordance with ICAN!'s mission to improve the quality and coverage of contraceptive care, the purpose of this MOU is to formalize the relationship between ICAN! and **[Organization Name]** as a member of ICAN!'s Quality Hub Network (QHN).

### **[Organization Name]** agrees to:

1. Ensure all relevant staff complete ICAN!'s foundational training on *Modern Contraception and Reproductive Justice* (available on-demand).
2. Ensure all relevant staff watch the TRUER Patient-Centered Care video (available on-demand).
3. Routinely screen patients of reproductive age (15-49) for their contraceptive needs and desires.
4. Provide patient-centered contraceptive counseling, using a TRUER (trauma informed, respectful, unconscious bias aware, evidence-based, and reproductive well-being centered) care approach.
5. Collect patient-reported experience metrics (PREM) using ICAN!'s Patient Experience Survey, which includes the NQF-endorsed Patient-Centered Contraceptive Counseling (PCCC) measure.
6. Submit the following de-identified baseline data via ICAN!'s secure portal (template will be provided) for the previous full calendar year and on a quarterly basis throughout the duration of the partnership:
  - a) Method mix breakdown for all family planning methods (i.e., pill, patch, ring, shot, IUD, implant, barrier methods, natural family planning, and other).
  - b) Payer mix breakdown for all patients with contraceptive encounters.
  - c) Total number of contraceptive encounters/patients (ICD-10, Z30.XX) and pro-creative encounters/patients (ICD-10, Z31.XX) for all patients of reproductive age (15-49) broken down by gender, sexual orientation, race/ethnicity, zip code and age.

### **ICAN!** agrees to:

1. Provide free, on-demand clinical training and technical assistance to support person-centered contraceptive care and provision of same day services for all FDA-approved contraceptive methods without financial barriers via the [TRUER Care Resource Center](#).
2. Provide monthly learning opportunities (including peer learning) on topics related to improving the delivery of high-quality contraceptive care without financial barriers. (Example topics: *Process Improvements to Increase Coverage and Enrollment, Buy and Bill for IUD and Implant, Best Practices for Capturing PREM, etc.*)
3. Provide clinical tools and resources to assist with provision of patient-centered care (informational handouts, demonstration models, job aids, etc.).
4. Analyze and create user friendly dashboards to help health centers:
  - a) Increase the number of contraceptive encounters/patients from baseline
  - b) Improve method mix to reflect all methods
  - c) Decrease the number of uninsured patients for contraceptive care
  - d) Consistently receiving an "Excellent" patient-reported experience metric (PREM) rating
5. Provide nimble and tailored assistance to increase access points while maximizing health center assets (i.e., telehealth).

Upon **[Organization Name]** demonstrating improvement in the contraceptive access and quality metrics listed above as evidenced through data review, ICAN! will leverage paid and earned media, referral networks, and ICAN!'s digital platform to promote QHN health centers as high-quality contraceptive care providers and to drive greater patient volume.

**Effective Dates:** From date of signature x 2 years.

*This agreement can be terminated at any time with a 30-day written notice by either party.*

**Organization**

Illinois Contraceptive Access Now (ICAN!)  
225 W. Illinois St., 5th Floor  
Chicago, Illinois 60654

Phone:  
Name: Katie Thiede  
Title: Executive Director

Signature:

Date:

**Organization**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone:  
Name:  
Title:

Signature:

Date: