



OREGON CENTER FOR NURSING GRANT AGREEMENT

AGREEMENT NO. _____

This Agreement is between the Oregon Center for Nursing, hereinafter referred to as “OCN,” and _____ (“Grantee”), each a “Party” and, together, the “Parties.”

SECTION 1: AUTHORITY

This agreement is authorized by OCN’s Executive Director, Jana Bitton, through funds derived from the Substance Abuse and Mental Health Services Administration (“SAMHSA”).

SECTION 2: PURPOSE

This Agreement aims to implement effective changes designed to help Oregon’s nurses get back to wellness by uncovering, mitigating, or preventing stressors at a systemic level through organizational interventions identified by the nurses being impacted. Funds approved for this award must be used in support of the aim.

SECTION 3: TERM OF AGREEMENT

The term of this Agreement (the “Term”) will begin on the date of the last signature obtained for this Agreement and will remain in full force and effect until February 28, 2025, or the end date provided in the Grantee’s proposed timeline, whichever is sooner, subject to earlier termination as provided in this Agreement. The term may not be extended without the prior written consent of the Parties.

SECTION 4: THIS AGREEMENT

4.1 Agreement Documents. This Agreement consists of this document and includes the following listed exhibits, which are incorporated into this Agreement:

- (1) Exhibit A: Project Proposal
- (2) Exhibit B: Disbursement and Reporting Schedule
- (3) Exhibit C: Interim Report
- (4) Exhibit D: Final Report

There are no other Agreement documents unless specifically referenced and incorporated into this Agreement.

4.2 Conflict. In the event of a conflict between two or more of the documents comprising this Agreement, the language in the document with the highest precedence shall control. The order of precedence, from highest to lowest, is as follows: This Agreement without any of the exhibits, Exhibit B, Exhibit A, Exhibit C, and Exhibit D.

SECTION 5: GRANT ADMINISTRATORS

5.1 OCN's Grant Administrator:

OCN's Authorized Representative, or his/her successor, has the responsibility to monitor the Grantee's performance.

Name: Dawne Schoenthal
Title: Program Director
Address: 5000 N. Willamette Blvd., MS 192, Portland, OR 97203
Phone: 503.444.9894
Email: dawne.schoenthal@oregoncenterfornursing.org

5.2 Grantee's Grant Administrator:

Grantee's Authorized Representative, or his/her successor, has the responsibility to report, respond, collaborate, and cooperate with OCN respective of this grant Agreement, Project activities, and Project outcomes.

Name: _____
Title: _____
Address: _____
Phone: _____
Email: _____

SECTION 6: PROJECT ACTIVITIES

Grantee shall perform the project activities set forth in Exhibit A (the "Project"), attached and incorporated by this reference.

SECTION 7: PARTICIPANT PROTECTION

7.1 Protection of Participants, Nurses, and Staff. The Grantee acknowledges that there may be participant risks to the nurses and other staff involved in the Project. The Grantee must take steps to ensure the safety and well-being of all participants, nurses, and other staff involved in the Project, including:

- (a) Providing clear and comprehensive information about the risks and benefits of participation in the Project to all participants, nurses, and other staff involved in the Project, and obtaining informed consent from all participants;
- (b) Developing and implementing comprehensive safety protocols to minimize risks to participants, nurses, and other staff involved in the Project, including protocols for managing adverse events and emergencies;

- (c) Providing ongoing training and support to nurses and other staff involved in the Project, including training on participant safety, risk management, and crisis intervention;
- (d) Ensuring that all nurses and other staff involved in the Project have access to mental health supports and other organizational supports, such as employee assistance programs or other counseling services, as needed;
- (e) Maintaining a clear and effective system for reporting and managing incidents of participant harm or injury, including procedures for prompt investigation and resolution of any such incidents.

7.2 Consent Procedures and Data Collection. The Grantee is responsible for maintaining adequate participant consent procedures, absence of coercion, data collection, and privacy and confidentiality protocols. The Grantee must take the following steps to ensure compliance with these requirements:

- (a) Developing and implementing clear and comprehensive procedures for obtaining informed consent from all participants, including procedures for explaining the risks and benefits of participation, providing opportunities for questions and feedback, and ensuring that all participants have a clear understanding of the nature and purpose of the Project;
- (b) Ensuring that all data collection is conducted in a manner that protects participant privacy and confidentiality, and that all data are stored securely and in compliance with all applicable laws and regulations;
- (c) Monitoring participant recruitment and data collection to ensure that there is no coercion or undue influence on participants and that all participants are free to withdraw from the Project at any time without penalty or consequence;
- (d) Ensuring that all data collection is conducted in a manner that is scientifically rigorous and meets all applicable standards for research ethics and data quality;
- (e) Developing and implementing clear and effective procedures for monitoring and reporting adverse events or other incidents that may impact participant safety or well-being and ensuring that all necessary steps are taken to protect participants from harm or injury.

SECTION 8: GRANT

OCN shall provide Grantee \$ _____ (“Grant Funds”) for the purposes described in this Agreement, in accordance with the terms and conditions of this Agreement.

8.1 Disbursement. OCN shall initiate the disbursement of Grant Funds within two weeks of the execution of this Agreement.

8.2 Disbursement Method. Disbursements under this Agreement will be made by check. Upon request, Grantee must provide its taxpayer identification number (TIN) and other necessary banking information to receive payment.

8.3 Allowable Cost Period. The Allowable Cost Period is the period between March 1, 2023, and the end of the Project period or February 28, 2025, whichever is sooner.

8.4 Allowable Cost. The Grant Funds shall only be used to pay for costs of the Project incurred by the Grantee during the Project period as set forth in Exhibit A. Any modification to the

Project period, budget, or scope must be approved by OCN in writing prior to changes taking effect.

8.5 Conditions Precedent to Disbursement. OCN's obligation to disburse Grant Funds to Grantee under this Agreement is subject to sufficient funding and expenditure authorization from SAMHSA to allow OCN to exercise its reasonable administrative discretion, to make disbursement.

SECTION 9: REPRESENTATIONS AND WARRANTIES

9.1 Grantee organization validly exists under the laws of the State of Oregon and is eligible to receive the Grant Funds. Grantee has full power, authority, and legal right to make this Agreement and to incur and perform its obligations hereunder;

9.2 The making and performance by Grantee of this Agreement (a) have been duly authorized by Grantee according to its governing laws and organizational documents, (b) do not and will not violate any provision of any applicable law, rule, regulation, or order of any court, regulatory commission, board, or other administrative agency or any provision of Grantee's enabling law, organizational documents or other organizational rules or policies; and (c) do not and will not result in the breach of, or constitute a default or require any consent under any other agreement or instrument to which Grantee is a party or by which Grantee or any of its properties may be bound or affected. No authorization, consent, license, approval of, or filing or registration with or notification to any governmental body or regulatory or supervisory authority is required for the execution, delivery, or performance by Grantee of this Agreement, other than those that have already been obtained;

9.3 This Agreement has been duly executed and delivered by Grantee and, when executed by OCN, constitutes a legal, valid, and binding obligation of Grantee enforceable in accordance with its terms; and

9.4 The representations and warranties outlined in this section are in addition to, and not in lieu of, any other representations or warranties provided by Grantee.

SECTION 10: GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of Oregon.

SECTION 11: OWNERSHIP OF WORK PRODUCT

Grantee retains ownership of all Work Product and grants OCN irrevocable permission to display, distribute, and communicate the Work Product publicly to OCN audiences without format or time restrictions.

SECTION 12: PUBLICITY OR ENDORSEMENT

12.1 Publicity. Any publicity regarding the subject matter of this Agreement must identify OCN as the sponsoring agency and must not be released without prior written approval from the

OCN's Authorized Representative. For purposes of this provision, publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Grantee, individually or jointly with others, with respect to the Project resulting from this Agreement.

12.2 Endorsement. The Grantee must not claim that OCN endorses its processes, products, or services.

SECTION 13: INDEMNIFICATION

Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective directors, shareholder, affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

SECTION 14: GRANTEE DEFAULT

Grantee will be in default under this Agreement upon the occurrence of any of the following events:

14.1 Grantee commits any material breach or default of any obligation or agreement under this Agreement or fails to perform any obligation under this Agreement within the time specified herein or any extension thereof.

14.2 Grantee no longer employs nurses within Oregon;

14.3 Any representation, warranty, or statement made by Grantee in this Agreement or in any documents or reports relied upon by OCN to measure the activities under this Agreement, the expenditure of Grant Funds, or the performance by Grantee is untrue in any material respect when made;

14.4 Grantee ceases to do business in Oregon; or

14.5 Grantee uses or expends Grant Funds for any purpose other than that permitted in this Agreement.

SECTION 15: OCN DEFAULT

OCN shall be in default under this Agreement if OCN commits any material breach or default of any obligation or agreement under this Agreement or fails to perform any obligation under this Agreement within the time specified herein or any extension thereof.

SECTION 16: REMEDIES

16.1 Grantee's Remedies for OCN's Default. In the event OCN is in default under Section 15 and whether or not Grantee elects to exercise its right to terminate this Agreement under Section 20, or in the event OCN terminates this Agreement under Section 20, Grantee's sole monetary remedy will be for unpaid disbursement of funds for Project activities completed and accepted by OCN, within any limits set forth in this Agreement less any claims OCN has against Grantee under this Agreement. In no event will OCN be liable to Grantee for any expenses related to the termination of this Agreement or for anticipated profits or losses. If previous amounts paid to Grantee exceed the amount due to Grantee in accordance with the Project Timeline at the time of termination, Grantee shall promptly pay any excess to OCN.

16.2 OCN's Remedies for Grantee's Default. In the event Grantee is in default under Section 14, OCN may, at its option, pursue any or all the remedies available to it under this Agreement and at law or in equity, including, but not limited to:

- (a) termination of this Agreement under Section 20;
- (b) requiring Grantee to complete, at Grantee's expense, additional activities necessary to satisfy its obligations or meet performance standards under this Agreement,
- (c) Initiation of an action or proceeding for damages, specific performance, or declaratory or injunctive relief
- (d) exercise of its right to recover overpayments under Section 17.

These remedies are cumulative to the extent the remedies are not inconsistent, and OCN may pursue any remedy or remedies singly, collectively, successively, or in any order whatsoever. If a court determines that Grantee was not in default under Section 14, then Grantee shall be entitled to the same remedies as if this Agreement was terminated pursuant to Section 20.

SECTION 17: RECOVERY OF GRANT FUNDS

Any Grant Funds disbursed to Grantee under this Agreement that exceeds the amount to which Grantee is entitled, or are expended in violation or contravention of one or more of the provisions of this Agreement, or that have not been used for, or committed to, the Project upon expiration or termination of this Agreement must be returned promptly to OCN unless otherwise agreed to by OCN in writing.

SECTION 18: LIMITATION OF LIABILITY

Except for liability arising under or related to Section 13, neither party will be liable for incidental, consequential, or other indirect damages arising out of or related to this agreement, regardless of whether the liability claim is based in contract, tort (including negligence), strict liability, product liability or otherwise. Neither party will be liable for any damages of any sort arising solely from the termination of this agreement in accordance with its terms.

SECTION 19: INSURANCE

The Grantee shall maintain insurance with coverages and in such amount as may be required by the State.

SECTION 20: TERMINATION

20.1 This Agreement may be terminated at any time by mutual written consent of the Parties.

20.2 OCN may terminate this Agreement as follows:

20.2.1 Upon 30 days advance written notice to Grantee;

20.2.2 Immediately upon written notice to Grantee, if OCN fails to receive funding, or appropriations, limitations or other expenditure authority at levels sufficient in OCN's reasonable administrative discretion, to perform its obligations under this Agreement;

20.2.3 Immediately upon written notice to Grantee, if federal or state laws, rules, regulations or guidelines are modified or interpreted in such a way that OCN's performance under this Agreement is prohibited or OCN is prohibited from paying for such performance from the planned funding source;

20.2.4 Immediately upon written notice to Grantee, if Grantee is in default under this Agreement and such default remains uncured 15 days after written notice thereof to Grantee; or

20.2.5 As otherwise expressly provided in this Agreement.

20.3 Grantee may terminate this Agreement as follows:

20.3.1 Immediately upon written notice to OCN, if OCN is in default under this Agreement and such default remains uncured 15 days after written notice thereof to OCN; or

20.3.2 As otherwise expressly provided in this Agreement.

20.4 Upon receiving a notice of termination of this Agreement, Grantee will immediately cease all activities under this Agreement, unless OCN expressly directs otherwise in such notice. Upon termination, Grantee will deliver to OCN all documents, information, works-in-progress, work product and other property that are or would be deliverables under the Agreement. And upon OCN's reasonable request, Grantee will surrender all documents, research or objects or other tangible things needed to complete the Project activities that were to have been performed by Grantee under this Agreement.

SECTION 21: RECOVERY OF OVERPAYMENTS

Any funds disbursed to Grantee under this Agreement that are expended in violation or contravention of one or more of the provisions of this Agreement ("Misexpended Funds") or that remain unexpended on the earlier of termination or expiration of this Agreement ("Unexpended Funds") must be returned to OCN. Grantee shall return all Misexpended Funds to OCN promptly after OCN's written demand and no later than 15 days after OCN's written demand. Grantee shall return all Unexpended Funds to OCN within 15 days after the earlier of termination or expiration of this Agreement.

SECTION 22: CONFLICT OF INTEREST

Grantee by signature to this Agreement, declares and certifies that Grantee's activities under this Agreement and the Projects activities to be funded by this Agreement, create no potential or actual conflict of interest.

SECTION 23: AMENDMENTS

The terms of this Agreement may only be altered, modified, supplemented, or otherwise amended by written agreement signed by authorized representatives of both Parties unless explicitly stated in other sections of this Agreement.

SECTION 24: NOTICE

Except as otherwise expressly provided in this Agreement, any notices to be given relating to this Agreement must be given in writing by email to a Party's Grant Administrator at the email address set forth in this Agreement, or to such other addresses as either Party may indicate pursuant to this Section 24. Any notice given by email becomes effective upon the sender's receipt of confirmation generated by the recipient's email system that the notice has been received by the recipient's email system. Any notice so addressed and mailed becomes effective five days after mailing.

SECTION 25: SURVIVAL

All rights and obligations of the Parties under this Agreement will cease upon termination of this Agreement, other than the rights and obligations that by their express terms survive termination of this Agreement, such as any report required to be submitted after the termination date; provided, however, that termination of this Agreement will not prejudice any rights or obligations accrued to the Parties under this Agreement prior to termination

SECTION 26: SEVERABILITY

If any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

SECTION 27: COUNTERPARTS

This Agreement may be executed in several counterparts, all of which, when taken together, shall constitute one agreement, notwithstanding that all Parties are not signatories to the same counterpart. Each copy of the Agreement so executed constitutes an original.

SECTION 28: COMPLIANCE WITH LAW

This Agreement will be governed by and construed in accordance with the laws of the State of Oregon.

SECTION 29: INDEPENDENT CONTRACTORS

The Parties agree and acknowledge that their relationship is that of independent contracting parties and that Grantee is not an officer, employee, or agent of OCN.

SECTION 30: INTENDED BENEFICIARIES

OCN and Grantee are the only parties to this Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement provides, is intended to provide, or may be construed to provide any direct or indirect benefit or right to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of this Agreement.

SECTION 31: FORCE MAJEURE

Neither Party is responsible for any failure to perform or any delay in performance of any obligations under this Agreement caused by any and all unforeseen fire, riot, civil unrest, labor unrest, pandemic, natural causes, or war, which is beyond that Party's reasonable control. Each Party shall, however, make all reasonable efforts to remove or eliminate such cause of failure to perform or delay in performance and shall, upon the cessation of the cause, diligently pursue performance of the Project activities under this Agreement. OCN may terminate this Agreement upon written notice to Grantee after reasonably determining that the failure or delay will likely prevent successful performance of this Agreement.

SECTION 32: ASSIGNMENT AND SUCCESSORS IN INTEREST

The Grantee will not voluntarily, or by operation of law, assign or otherwise transfer its obligations under this Agreement without the prior written consent of OCN.

SECTION 33: SUBCONTRACTS AND SUBGRANTS

Without OCN's prior written consent, Grantee shall not enter into any subcontracts or subgrants for any of the Project activities required of Grantee under this Agreement. OCN's consent to any subcontract or subgrant will not relieve the Grantee of any of its duties or obligations under this Agreement.

SECTION 34: PROHIBITION ON SUPPLANTING

Grant funds may not supplant or replace other funds that have been contracted for the same purpose. Grantee shall ensure that the activities provided under this Agreement will be in addition to, and not in substitution for, comparable activities.

SECTION 35: TIME IS OF THE ESSENCE

Time is of the essence in this Agreement. No extension or variation of this Agreement will operate as a waiver of this provision.

SECTION 36: MERGER, WAIVER

This Agreement and all exhibits and attachments, if any, constitute the entire agreement between the Parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement. No waiver or consent under this Agreement binds either Party unless in writing and signed by both Parties or otherwise agreed to as explicitly stated in other sections of this Agreement. Such waiver or consent, if made, is effective only in the specific instance and for the specific purpose given.

SECTION 37: RECORDS MAINTENANCE AND ACCESS

Grantee shall maintain all financial records relating to this Agreement in accordance with generally accepted accounting principles. In addition, Grantee shall maintain any other records, books, documents, papers, plans, records of shipments and payments, and writings of Grantee, whether in paper, electronic or other form, that are pertinent to this Agreement in such a manner as to clearly document Grantee performance. All financial records, other records, books, documents, papers, plans, records of shipments and payments and writings of Grantee, whether in paper, electronic or other form, that are pertinent to this Agreement, are collectively referred to as "Records." Grantee acknowledges and agrees to provide the necessary records to OCN for fiscal accountability, progress, and outcomes. Grantee shall retain and keep accessible all Records for a minimum of six years, or such longer period as may be required by applicable law, following termination of this Agreement, or until the conclusion of any audit, controversy, or litigation arising out of or related to this Agreement, whichever date is later.

SECTION 38: PUBLIC RECORDS

All information and records submitted to OCN are subject to disclosure to its funding partners. If Grantee believes that any information or records it submits to OCN may be a trade secret under ORS 192.345(2), or otherwise is exempt from disclosure under the Oregon Public Records Law, Grantee must identify such information with particularity and include the following statement:

"This data is exempt from disclosure under the Oregon Public Records Law pursuant to ORS 192, and is not to be disclosed except in accordance with the Oregon Public Records Law, ORS 192.311 through 192.478."

If Grantee fails to identify with particularity the portions of such information that Grantee believes are exempt from disclosure, Grantee is deemed to waive any future claim of non-disclosure of that information.

SECTION 39: HEADINGS

The headings and captions are inserted for the convenience of the Parties only and are not to be considered when interpreting this Agreement.

SECTION 40: RESOLUTION OF DISPUTES

Grant Agreement # _____ – *Well-Being Grant*

The parties shall attempt in good faith to resolve any dispute arising out of this Agreement. In addition, the parties may agree to utilize a jointly selected mediator or arbitrator (for non-binding arbitration) to resolve the dispute short of litigation. This Section shall survive expiration or termination of this Agreement.

SECTION 41: REPORTING

Grantee agrees to periodic reporting and monthly check-ins with OCN's Grant Administrator. Reporting requirements are set forth in Exhibit B.

SECTION 41: SIGNATURES

EACH PARTY, BY SIGNATURE OF ITS AUTHORIZED REPRESENTATIVE, HEREBY ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT, UNDERSTANDS IT, AND AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS. The Parties agree that by the exchange of this Agreement electronically, each has agreed to the use of electronic means. By inserting an electronic signature below, each authorized representative acknowledges that it is their signature, that each intends to execute this Agreement, and that their electronic signature should be given full force and effect to create a valid and legally binding contract.

EXHIBIT A

PROJECT PROPOSAL

SAMPLE

EXHIBIT B

DISBURSEMENT AND REPORTING SCHEDULE

Part 1 – Disbursement. Upon execution of this Agreement, OCN will schedule for the disbursement of funds to be mailed via check to the Grantee’s designated office.

Part 2 – Monthly Check-ins

Grantee shall meet with OCN’s Grant Administrator on a monthly cadence. Meetings may occur in person, via email, phone, or virtually as requested by OCN’s Grant Administrator.

Part 3 – Financial and Outcome Reporting. All data shall be summarized by the Grantee and submitted to OCN’s Grant Administrator. Grantee shall use the Interim Report (Exhibit C) and Final Report (Exhibit D). The Interim Report will be due on July 14, 2023, and again on March 8, 2024. The Final Report is due within 45 days of the Project end date or the end of this grant Agreement, whichever is sooner.

Part 4 – Nurse Survey

Grantee shall have nurses impacted by the Project fill out the electronic Well-Being Survey provided by OCN upon completion of intended outcomes. The Well-Being Survey link will be provided by OCN’s Grant Administrator.

EXHIBIT C

INTERIM REPORT

Due July 14, 2023, & March 8th, 2024

PROJECT DETAILS

REPORT DATE	PROJECT NAME	PREPARED BY
Date	Project	Name
# OF NURSES IMPACTED	# OF OTHER STAFF IMPACTED	LIST LOCATION(S) WHERE PROJECT IS IMPLEMENTED
# Nurses	# of Other Staff	List Location(s)

STATUS SUMMARY

Briefly describe the accomplishments or barriers experienced to date.

PROJECT OVERVIEW

TASK	% DONE	DUE DATE	NOTES

BUDGET OVERVIEW

CATEGORY	SPENT	% OF TOTAL	ON TRACK?	NOTES

OUTCOMES OVERVIEW

LIST ANTICIPATED OUTCOMES	MEASUREMENT	DATE

EXHIBIT D

FINAL REPORT

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Due within 45 days of Project end date or Agreement end date, whichever is sooner.
(boxes and sections may be expanded to fit necessary text)

PROJECT DETAILS

REPORT DATE	PROJECT NAME	PREPARED BY
Date	Project	Name
# OF NURSES IMPACTED	# OF OTHER STAFF IMPACTED	LIST LOCATION(S) WHERE PROJECT IS IMPLEMENTED
# Nurses	# of Other Staff	List Location(s)
TOTAL AWARD AMOUNT	TOTAL FUNDS EXPENDED	TOTAL FUNDS UNEXPENDED
\$	\$	\$
<i>Any unexpended funds must be returned to OCN within 14 days of Project or Agreement end date, whichever is sooner.</i>		

PROJECT OVERVIEW

(Please list the main tasks/milestones for this project)

TASK	% DONE	COMPLETED DATE	NOTES

BUDGET EXPENDITURE AND NARRATIVE

(please provide a **detailed budget breakdown of all expenses** funded under this agreement **with a narrative**)

CATEGORY	SPENT	% OF TOTAL	NOTES

FINAL REPORT

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Due within 45 days of Project end date or Agreement end date, whichever is sooner.
(boxes and sections may be expanded to fit necessary text)

PROJECT SUMMARY (200 words or less)

Please provide a brief description of your Project purpose, objectives, and intended outcomes.

OUTCOMES OVERVIEW (200 words or less)

Please provide a summary of your actual outcomes: achievements and lessons learned.

GRANT SUMMARY (200 words or less)

Please provide a summary of your experience with this grant.

FINAL REPORT

Page 2 of 3

Due within 45 days of Project end date or Agreement end date, whichever is sooner.
(boxes and sections may be expanded to fit necessary text)

SUSTAINABILITY SUMMARY (200 words or less)

Briefly describe how you will sustain your project efforts beyond the Project period.

WELL-BEING SUMMARY (200 words or less)

Briefly describe the well-being impact realized through this Project.

BUSINESS SUMMARY (200 words or less)

Briefly describe the business impact realized through this Project. i.e. retention, engagement, efficiencies, patient outcomes, etc.