

Health Center Co-Applicant Board Strategic Plan 2018-2020				
	GOAL	OBJECTIVES	DATE	STATUS
A	Provide high quality patient experience.	1. Review patient concerns/grievances and any Health Center planning recommendations and provide guidance.	1. 06-15-18	Periodic regular review.
		2. Review patient survey data and Health Center recommendations.	2. 03-16-18	Periodic regular review. Will present results on 09-21-18.
		3. Target a chronic condition for improved outcomes, beginning with diabetes in 2018.	3. 06-15-18	Reviewed. Will present outcomes on 09-21-18 and 12-21-18.
B	Ensure outreach and timely access to primary care including preventative services.	1. Review quarterly Quality Improvement Committee (QIC) data and recommendations.	1. 03-16-18 06-15-18	Will continue to present quarterly on 09-21-18 and 12-21-18.
		2. Review process to onboard and educate new and existing patients in navigating Health Center services, including member support, preventative care, and health plan services.	2. 06-15-18	Discussed. Will review process.
		3. Develop and execute at least two outreach activities by 12-31-18, including a Health Fair.	3. 06-15-18	Pending – CAB workgroup established for planning.
		4. Review options for nurse visits for education and recruitment efforts.	4. 06-15-18	Reviewed.
C	Provide care coordination to at risk enrollees.	1. Review Care Coordination Policy.	1. 06-15-18	Discussed. Will review Policy.
		2. Review Health Center plans to establish appropriate contracts to serve low income county residents.	2. 06-15-18	Discussed. Plans for contracts will be presented.
		3. Educate about managed care plan transportation policies and practice.	3. 06-15-18	Reviewed.
D	Recruit, onboard, and educate new CAB members.	1. Design and implement ongoing recruitment.	1. 04-20-18	Completed. Recruitment will be ongoing.
		2. Design and implement an onboarding plan.	2. 04-20-18	Completed.
		3. Achieve consumer membership of 51% by 5/22/18.	3. 05-11-18	Completed. Recruitment will be ongoing.
E	Ensure CAB completes all HRSA required activities.	1. Review Health Center plan to ensure compliance with each requirement including how it is measured, responsible party, and review process.	1. 06-15-18	Discussed. Will review compliance.
		2. Review Health Center internal audits and recommendations based on findings.	2. 06-15-18	Discussed. Will provide for annual review.