



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.	06-15-18 XX-XX-20	Periodic regular review. <i>Need to re-establish practice</i>
		2. Review patient survey data and Health Center recommendations.	03-16-18 09-21-18 04-19-19 10-18-19	Periodic regular review.
		3. Target a chronic condition for improved outcomes, beginning with diabetes in 2018.	06-15-18 09-21-18 12-21-18 10-18-19	Reviewed and outcomes presented.
B	Ensure outreach and timely access to primary care including preventative services.	1. Review quarterly Quality Improvement Committee (QIC) data and recommendations.	03-16-18 06-15-18 09-21-18 12-21-18 03-15-19 05-17-19 06-12-19 07-19-19 08-16-19 09-20-19 10-18-19	Presented at least quarterly.
		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.	06-15-18	Discussed. Will review process. <i>Fall 2019 – brochure development</i>
		3. Develop and execute at least two outreach activities by 12-31-18, including a Health Fair.	10-25-18 10-05-19 10-25-19	First outreach activity completed. Both HPMs attended District 2 Fun Fair. Dr. Sanchez and SCHC featured in UCD newsletter
		4. Review options for nurse visits for education and recruitment efforts.	06-15-18	Reviewed.
C	Provide care coordination to at risk enrollees.	1. Review Care Coordination Policy.	06-15-18	Discussed. Will review Policy.
		2. Review Health Center plans to establish appropriate contracts to serve low income county residents.	06-15-18	Discussed. Plans for contracts will be presented.
		3. Educate about managed care plan transportation policies and practice.	06-15-18 02-08-19	Discussed. Reviewed.



Health Center Co-Applicant Board Strategic Plan 2018-2020

D	Recruit, onboard, and educate new CAB members.	1. Design and implement ongoing recruitment.	04-20-18	Completed. Recruitment will be ongoing.
		2. Design and implement an onboarding plan.	04-20-18	Completed.
		3. Achieve consumer membership of 51% by 5/22/18.	05-11-18 12-20-19	Completed. Recruitment will be ongoing to maintain requirement. Working to maintain requirement.
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.	06-15-18 <i>ETD: Early 2020</i>	Reviewed and discussed. Compliance calendar developed and maintained. <i>Policy Review Schedule needs to be updated</i>
		2. Review Health Center internal audits and recommendations based on findings.	06-15-18 10-19-18 <i>ETD: 04-20</i>	Reviewed. <i>Audit likely available in April 2020</i>