



**County Health Center
Strategic Plan 2018 – 2020**

	GOAL	OBJECTIVES	DATE / STATUS
A	Provide high quality patient experience.	<ol style="list-style-type: none"> 1. Integrate customer service expectations into staff training and evaluations for all levels of staff. 2. Track and report trends and take actions, if indicated, on all patient concerns/grievances at the Quality Improvement Committee (QIC). 3. Complete patient surveys twice yearly and review results and actions, if indicated, at QIC, and Management Team, and staff meetings. 	
B	Ensure timely access to primary care including preventative services.	<ol style="list-style-type: none"> 1. Monitor access (same day, routine, new) monthly, review trends and necessary actions if needed to meet HRSA and managed care requirements. 2. Onboard and educate each new patient to ensure s/he is familiar with Health Center services, member support, preventative care, and health plan services. 3. 	
C	Provide care coordination to at risk enrollees.	<ol style="list-style-type: none"> 1. Complete a Care Coordination Policy that encompasses whole person care (physical health/behavioral health) and is consistent with health home practices. 2. Work with IPAs/Plans/internal (Healthy Partners) to establish care coordination protocols for follow-up (post hospitalization, emergency department, specialty, and chronic care). 3. 	
D	Recruit, onboard, and educate new CAB members.	<ol style="list-style-type: none"> 1. Design and implement ongoing recruitment. 2. Design and implement an onboarding plan. 3. Obtain CAB member feedback on recruitment and onboarding plans. 	
E	Ensure CAB completes all HRSA required activities.	<ol style="list-style-type: none"> 1. Develop a clear, thorough document that outlines how the Health Center ensures compliance with each requirement including how it is measured, responsible party, and a review process. 2. Design a HRSA Compliance review tool. 3. Complete internal audits (twice yearly) and report back on findings and any corrections. 	

Revised: January 9, 2018