



**County Health Center Co-Applicant Board
Strategic Plan 2018 – 2020**

| | GOAL | OBJECTIVES | DATE / STATUS |
|---|--|--|---------------|
| A | Provide high quality patient experience. | <ol style="list-style-type: none"> 1. Review patient concerns/grievances and any Health Center planning recommendations and provide guidance. 2. Review patient survey data and Health Center recommendations. 3. Target a chronic condition for improved outcomes, beginning with diabetes in 2018. | |
| B | Ensure outreach and timely access to primary care including preventative services. | <ol style="list-style-type: none"> 1. Review quarterly Quality Improvement Committee (QIC) data and recommendations. 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. 3. Develop and execute at least two outreach activities by 12/31/18, including a Health Fair. 4. Review options for nurse visits for education and recruitment efforts. | |
| C | Provide care coordination to at risk enrollees. | <ol style="list-style-type: none"> 1. Review Care Coordination Policy. 2. Review Health Center plans to establish appropriate contracts to serve low income county residents. 3. Educate about managed care plan transportation policies and practice. | |
| 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. Achieve consumer membership of 51% by 5/22/18. | |
| E | Ensure CAB completes all HRSA required activities. | <ol style="list-style-type: none"> 1. Review Health Center plan to ensure compliance with each requirement including how it is measured, responsible party, and review process. 2. Review Health Center internal audits and recommendations based on findings. | |

Revised: February 9, 2018