



### 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	Periodic regular review.
		2. Review patient survey data and Health Center recommendations.	03-16-18 09-21-18 04-19-19	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	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	Presented 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.
		3. Develop and execute at least two outreach activities by 12-31-18, including a Health Fair.	10-25-18	First outreach activity completed.
		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.
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	Completed. Recruitment will be ongoing 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	Reviewed and discussed. Compliance calendar developed and maintained.
		2. Review Health Center internal audits and recommendations based on findings.	06-15-18 10-19-18	Reviewed.