

## **PRIORITY ONE: QUALIFY THE PROGRESS OF CHW**

Goal one: Develop Baseline in Year One (2016) for Quality/Performance Improvement Indicators:

- Patient Satisfaction from New Survey
- Number of Insurance Contracts
- Percent of population with insurance
- Identify accurate no show rate for all services for trending
- Assure accurate data collection from NextGen reporting to HRSA
- Identify accurate baseline for all HRSA Quality Indicators

## **PRIORITY TWO: INCREASE ACCESS TO CARE AT CHW**

Goal one: Increase number of total patients seen by 3% each year

- Host outreach events in various parts of the county
- Conduct marketing through social media and other marketing opportunities
- See new patients referred from Gulf Coast mental health organization for primary medical, counseling, or dental care.
- Increase referrals from hospitals and emergency rooms
- Increase number of insured patients by developing new contracts with insurance companies – United Solutions
- Explore contracts with other groups such as school districts, senior centers, and non-profits to serve new populations
- Explore grants opportunities that expand services to new populations

Goal Two: Retain existing patients

- Develop staff training for customer service
- Educate CHW patients about new insurances as providers are credentialed
- BHI case manager will assure follow-up at CHW of mental health patients who also need primary care

- Develop a process for contacting patients for follow-up
- Use patient portal and population health to remind selected patients to return for follow-up visits, immunization, labs, etc.

Goal Three: Maintain primary care services on Galveston Island.

- Explore new partnership with St. Vincent's or others to share clinic space and patients
- Explore contracts with other groups such as school districts, senior centers, and non-profits to serve new populations
- Work with the Galveston Housing Authority to target population occupying new housing units on the island

## **PRIORITY THREE: PROVIDE OUTSTANDING QUALITY OF CARE**

Goal One: Maintain Joint Commission Accreditation

- Monthly education and training for all members of QA for JC requirements
- Quarterly internal compliance review conducted by members of QA

Goal Two: Sustain and improve workplace safety

- Monthly environment of care audit with reports to QA for evaluation of processes and ways to improve
- Quarterly recognition of excellence in care
- Investigate adverse occurrences to decrease events
- Educate staff about reporting possible adverse occurrence
- Reviews facts and recommend prevention strategies

Goal Three: Increase focus on HRSA Quality of Care indicators and improve performance

- Improve tracking system in NextGen to assure accurate reporting of Quality Indicators
- Initiate quarterly reports to assess accuracy of NextGen UDS Data
- Develop methodology for improving performance on specific Quality Indicators

Goal Four: Proactively perform quality of care reviews of providers & nursing staff

- Monthly Peer Reviews of medical & dental provider staff's patient records
- Mid-level Reviews - Supervising physician routinely and randomly reviews approximately 10% mid-level clinical records
- Periodic review of nursing staff performance of clinical competencies

Goal Five: Begin the process of becoming designated as a patient centered medical home

- Explore necessary steps to becoming a PCMH: comprehensive care, patient-centered, coordinated care, accessible services and quality/safety.
- Join TACHC's OC3 Learning year for assistance towards becoming PCMH

## **PRIORITY FOUR: INCREASE PATIENT SATISFACTION BY PROVIDING OUTSTANDING CUSTOMER SERVICE**

Goal One: Establish a new survey and baseline to measure patient satisfaction over next 5 years

- Monitor patient satisfaction surveys and implement process changes to increase patient satisfaction in identified areas and set targets once baseline is developed.
- Continue patient satisfaction monitoring and trending

Goal Two: Implement a CHW Population Health Program

- Implement NextGen Population Health software that allows patient notification by preferred method (phone, text, email, etc.)
- Develop a population health program to routinely notify patients for needed health appointments: follow-ups, annual well examination, new appointments for health screenings, necessary vaccinations, etc.
- Track effectiveness of Population Health

Goal Three: Engage Employees in Patient Satisfaction

- Develop patient satisfaction committee to evaluate survey findings and develop methods to target areas for improvements
- Provide customer service training for staff
- Recognize exemplary employees who are recognized as providing outstanding customer service by either patients or other employees.

## **PRIORITY FIVE: MAINTAIN A HIGH LEVEL OF WORKFORCE COMPETENCE**

Goal One: Improve employee recruitment and retention

- Engage employees in the process of quality improvement for CHW
- Develop and deploy an employee survey
- Identify areas to increase employee satisfaction from survey results
- Develop awards recognition program for employees
- Perform wage analysis on positions within CHW to assure CHW is competitive

Goal Two: Employee training

- Provide initial and ongoing employee training to assure competencies are met
- Provide opportunities for continuing education, allow access to online and training in job specific areas
- Encourage employee engagement in continued education

# PRIORITY SIX

## OPPORTUNITY FOR REVENUE GROWTH

Goal One: Increase revenue by meeting current collection goals and increasing the number of insured patients

- Increase provider credentialing with different insurance carriers by contracting with United Solutions
- Continue to set collection goals and encourage staff to use scripted verbiage for collecting co-pays and fees
- Continue collection efforts and encourage payment plans for self-pay
- Develop process for reducing the no-show rate by 10%
- Increase CHW's presence within the community through marketing efforts
- Consider adding services to increase incoming revenue from added services
  - Psychiatrist
  - Ob-Gyn
  - Gastroenterology

Goal Two: Explore grant possibilities to expand the mission of GCHD

- Explore potential ways to expand the BHI services
- Explore grant funding for smoking cessation, nutritional counseling, weight management, chronic disease education and other programs for preventative and maintenance health care.
- Develop community programs to focus on health, wellness and disease prevention