

**Miami-Dade CHD Alignment with
Agency Strategic Plan**

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Miami-Dade CHD Objective, aligned to State Strategy NOTE: Target dates for strategic objectives must be no later than Dec. 31, 2015
Protect the Population from health threats	1.1.1	Prevent and control infectious disease	
Protect the Population from health threats	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	
Protect the Population from health threats	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	<p>1.2.a A Project Public Health Ready (PPHR) workgroup will be created and ready to be activated by December 2012 and as needed for following years.</p> <p>1.2.b The Public Health Preparedness program will train 100% of all MRC and disaster prevention volunteers by December 2013 and continually as new members join.</p> <p>1.2.c The Public Health Preparedness program will review and improve their ICS Structure Plan (that includes; securing position assignments, training and education and use of QI tools) on a quarterly basis.</p> <p>1.2.d The Miami-Dade County Healthcare Preparedness Coalition will have signed Membership Expectations agreement forms by 100% of members by December 2014.</p> <p>1.2.e The Public Health Preparedness program will review and update 100% of the CRI Plan as needed at least once a year on an ongoing basis.</p> <p>1.2.f The Public Health Preparedness program will review the CEMP Plan once a year and make necessary changes when needed on an ongoing basis.</p> <p>1.2 f The-DOH-Miami Dade will provide CEMP Planning technical assistance to 100% of community healthcare agencies who request it on an ongoing basis.</p> <p>1.2.g Conduct 1 FDENS Drill every month on an ongoing basis (12/year).</p>
Protect the Population from health threats	1.1.4	Prevent and reduce intentional and unintentional injuries.	1.4.a The Safety Committee will develop an internal policy to support employee and physical safety within the DOH-Miami-Dade by December 2013.
Reduce chronic disease morbidity and mortality	1.2.1	Increase the proportion of adults and children who are at a healthy weight.	1.3.a Every DOH-Miami-Dade program will select at least 1 wellness motivator by December 2013.

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Reduce chronic disease morbidity and mortality	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	
Improve maternal and child health	1.3.1	Meet special health care needs of children.	
Improve maternal and child health	1.3.2	Reduce infant mortality.	
Improve efficiency and effectiveness	2.1.1	Connect agency providers and electronic health record systems in a network that consists of a state-level Health Information Exchange, Direct Secured Messaging and local health information exchanges and gateways	
Improve efficiency and effectiveness	2.1.2	Adopt certified electronic health record software	3.4.a 100% of the DOH-Miami-Dade Clinics will operate using Electronic Health Record Technology by August 2013.
Improve efficiency and effectiveness	2.1.3	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	1.1.c The Community Health and Planning program will analyze 100% of the epidemiological data collected through the Community Needs Health Assessment Survey to identify health disparities and will report the information on the new Community Health Assessment (CHA) document by April 2013.

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Improve efficiency and effectiveness	2.1.4	Use public health information technology and systems to efficiently improve business practices	<p>2.3.b The DOH-Miami-Dade IT department will implement an information Technology Management Framework by December 2013.</p> <p>3.1.c The Human Resources department will lead 100% of the Performance Appraisal transition process into electronic format by August 2013</p> <p>3.2.b Fully implement an Accountability Tool, Results Scorecard and use across 100% of DOH-Miami-Dade programs by December 2012.</p> <p>3.3.a The Customer Focus Workgroup will Implement a department-wide customer inquiry, complaint and compliment system by December 2013.</p> <p>3.4.a 100% of the DOH-Miami-Dade Clinics will operate using Electronic Health Record Technology by August 2013.</p> <p>3.4.c The Health District Center will Implement a Central Appointment system for clinical services by 10/2013.</p>
Improve efficiency and effectiveness	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	<p>2.1.c Develop a written policy and procedure for Health Center Management by July 2012</p> <p>2.2.a At least 75% of all programs and clinics will have usable financial performance scorecards by August 2014</p> <p>2.3.b The DOH-Miami-Dade IT department will implement an information Technology Management Framework by December 2013.</p> <p>3.2.b Fully implement an Accountability Tool, Results Scorecard and use across 100% of DOH-Miami-Dade programs by December 2012.</p>

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Maximize funding to accomplish the public health mission	2.2.1	Maximize Medicaid and other third party revenue to help county health departments and Children's Medical Service providers to retain the infrastructure necessary to meet the public health needs of their community.	<p>2.1.a Develop at least 3 contracts with HMOs/PSNs for Medicaid Reform by April 30, 2013</p> <p>2.1.b Establish and Implement a policy/procedure for third party insurance by December 2013.</p>
Maximize funding to accomplish the public health mission	2.2.2	Review and update fee policies and fee schedules.	2.1.d Complete an assessment of the Environmental Health Department's system to identify opportunities for an improved revenue collection processes by December 2013.
Promote a culture of organizational excellence.	2.3.1	Maintain a sustainable performance management framework for the Department	3.2.d Complete 100 % of the Governor's Sterling Award application by December 2011
Promote a culture of organizational excellence.	2.3.2	Collect, track and use performance data to inform business decisions and continuously improve.	<p>2.2.a 100% of all programs and clinics will have usable financial performance scorecards by December 2013</p> <p>2.3.b Develop guidelines to monitor and evaluate program productivity and efficiency by December 2013.</p> <p>3.2.b Fully implement an Accountability Tool, Results Scorecard and use across 100% of DOH-Miami-Dade programs by December 2012.</p>
Promote a culture of organizational excellence.	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	<p>3.2.a Create a Quality Improvement Plan for the department and complete at least 90% of the Goals listed in the plan by December 2012.</p> <p>3.2.c Complete 100% of the activities in the Accreditation/Post-Accreditation Plan by December 2014.</p> <p>3.2.e Senior Leaders will select 5 core Lean Team members by August 2012.</p> <p>The core lean team will carry out at least 75% of the team's 2013-2013 workplan by August 2013.</p>

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Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	<p>1.5.a Develop a Marketing and Community Outreach Plan that includes segmenting strategies based on clinic locations and populations served by August 2014.</p> <p>3.3.a The Customer Focus Workgroup will Implement a department-wide customer inquiry, complaint and compliment system by December 2013.</p> <p>3.4b 100% of the DOH-Miami-Dade Clinics will operate using Electronic Health Record Technology by August 2013.</p>
Assure access to health care	3.1.1	Increase access to care for underserved populations.	
Assure access to health care	3.1.2	Provide equal access to culturally and linguistically competent care.	
Promote an integrated public health system.	3.2.1	Implement and link health improvement planning at state and local levels.	1.1.d A representative of the DOH-Miami-Dade will participate in at least 90% of all activities related to creating the State Health Improvement Plan by December 2012.
Promote an integrated public health system.	3.2.2	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	<p>1.1.a The Community Health and Planning program will complete 100% of the Community Health Assessment activities by April 2013.</p> <p>1.1.b The Community Health and Planning program will create a written process for the the systematic and strategic use of the MAPP process by December 2013.</p>
Promote an integrated public health system.	3.2.3	Support local efforts to revitalize communities.	
license all healthcare professionals who meet statutorily mandated standards of	3.3.1	Provide an efficient licensure process that meets statutory requirements.	
Attract, recruit, and retain a competent and credentialed workforce.	4.1.1	Implement a competency-based framework for recruitment and training.	3.1 a The Workforce Development Coordinator will create and deploy a DOH-Miami-Dade Workforce Development Plan by December 2014.

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Attract, recruit, and retain a competent and credentialed workforce.	4.1.2	Provide trainings and resources that support and develop current public health employees.	<p>1.3.b The DOH-Miami-Dade will provide at least 1 (of each) OSHA, Infection Control and CPR/AED training annually by December 2013 on an ongoing basis.</p> <p>3.1.b Develop and implement a written plan for employee engagement by December 2014.</p> <p>3.1.c The Human Resources department will lead 100% of the Performance Appraisal transition process into electronic format by August 2013</p> <p>3.1.d The Workforce Development Coordinator will create and activate MDCHD University by December 2013.</p>
Ensure partnerships, systems and processes to support the future workforce.	4.2.1	Develop, sustain and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce.	<p>3.1.e The Workforce Development Coordinator will conduct an analysis and create a plan for future workforce needs that includes developing a process for knowledge transfer and retention planning by December 2014.</p> <p>3.1 a The Workforce Development Coordinator will create and deploy a DOH-Miami-Dade Workforce Development Plan by December 2014.</p>