

## Lake CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	DOH-Lake Objectives, aligned to State Strategy NOTE: Target dates for strategic objectives must be no later than Dec. 31, 2015
<b>Strategic Issue Area 1: Health Protection and Promotion</b>			
1.1 Protect the Population from health threats.	1.1.1	Prevent and control infectious disease	1.1.1.1 By June 30, 2013 and annually thereafter achieve a minimum of 90% treatment rate for STD cases treated within 14 days of diagnosis.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	
	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	
	1.1.4	Prevent and reduce intentional and unintentional injuries.	
1.2 Reduce chronic disease morbidity and mortality.	1.2.1	Increase the proportion of adults and children who are at a healthy weight.	1.2.1.1 By June 30, 2015, decrease the percentage of WIC children ages 2 to 5 with a BMI greater than or equal to 85% from 27.3% to 27% by increasing education and promoting healthy lifestyles such as diet and exercise.
	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	1.2.2.1 By June 30, 2015, decrease the percentage of Lake County adults reporting current tobacco use from 14.7% to 14.5% through healthy lifestyle education and smoking cessation
1.3 Improve maternal and child health	1.3.1	Reduce infant mortality.	
	1.3.2	Meet special health care needs of children.	

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<b>Strategic Issue Area 2: Financial and Business Excellence</b>			
2.1 Improve efficiency and effectiveness	2.1.1	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	
	2.1.2	Use public health information technology and systems to efficiently improve business practices.	2.1.2.1 Achieve a 95% or above in the percentage of EARS/DARS filed timely/correctly(based on program policies) on an annual basis.
	2.1.3	Adopt certified electronic health record software.	
	2.1.4	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	
	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	2.1.5.1 Achieve 100% count of all inventory items on annual county and state inventory audits.

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2.2 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.	2.2.1.1 Achieve a positive financial balance (self sufficient) in our Dental program every fiscal year.
			2.2.1.2 By June 30, 2015, maximize efficiencies and reduce operational costs (Expenses) by 2% per fiscal year - 6% total.
			2.2.1.3 Ensure percentage of CHD wasted/spoiled/ expired vaccine is less then or equal to 2% annually.
			2.2.1.4 By June 30, 2014, decrease denial rate for all insured claims to <=6%.
	2.2.2	Review and update fee policies and fee schedules.	
2.3 Promote a culture of organizational excellence.	2.3.1	Collect, track and use performance data to inform business decisions and continuously improve.	
	2.3.2	Maintain a sustainable performance management framework.	
	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	

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2.4 Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	
<b>Strategic Issue Area 3: Service to Customer and Community</b>			
3.1 Promote an integrated public health system.	3.1.1	Implement and link health improvement planning at state and local levels.	
	3.1.2	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	3.2.2.1 By January 1st, 2013, create a comprehensive list of current community partners to facilitate communication and collaboration efforts.
			3.2.2.2 By June 30, 2013, analyze effective strategies to interact with community partners and identify current barriers to engaging them in public health initiatives.
			3.2.2.3 By June 30, 2014, develop at least three (3) strategies or recommendations to eliminate each identified barrier to community partner engagement.
			3.2.2.4 By June 30, 2015, identify at least 5 potential additional community partners to improve efficiency and effectiveness of local expertise and maximize
	3.1.3	Support local efforts to revitalize communities.	

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3.2 Assure access to health care.	3.2.1	Increase access to care for underserved populations.	3.1.1.1 By June 30, 2014, improve access to care by expanding eligibility opportunities with the use of at least one (1) Patient Navigator and one(1) Eligibility Clerk who will travel to or be placed at each clinical location educating clients about the Affordable Care Act.
			3.1.1.2 By December 31, 2014, develop a Marketing / Promotional package = "Welcome to DOH-Lake" to educate new and potential clients on the services offered by all of our offices & programs.
			3.1.1.2 By June 30, 2015, increase the number of seniors / adults 50 years old and above receiving Primary Care services at the Umatilla Health Center / Gateway Community Health Center FQHC LAL by 2%, from 5% to 7%.
	3.2.2	Provide equal access to culturally and linguistically competent care.	
3.3 Expeditiously license all healthcare professionals who meet statutorily mandated standards of competency.	3.3.1	Provide an efficient licensure process that meets statutory requirements.	
<b>Strategic Issue Area 4: Workforce Development</b>			

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4.1 Attract, recruit, and retain a competent and credentialed workforce.	4.1.1	Implement a competency-based framework for recruitment and training.	4.1.1.1 By June 30, 2014, eighty percent (80%) of employees training needs will be identified in an Employee Development and Enhancement Plan.
	4.1.2	Provide trainings and resources that support and develop current public health employees.	4.1.2.1 By June 30, 2013, implement a job-related training plan of a minimum of 4 hours a month for all employees to enhance efficiencies, performance, productivity and customer service.
			4.1.2.2 By June 30, 2014 Eighty percent (80%) of the employees will respond to the Employee Satisfaction Survey.
			4.1.2.3 By June 30, 2014, increase the percent of employees that rate overall level of satisfaction by five percent (5%) from 69.56% to 74.56%.
4.2 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.	4.2.1.1 By June 30, 2014, decrease staff turnover rate by 10 percent (10%) from 20% to 18%.