

Strategic Plan 2008-2009

CMS Network

The Children's Medical Services Network is a family-centered, comprehensive, and coordinated statewide managed system of care that links community-based health care with multidisciplinary, region and tertiary pediatric care. Children with special health care needs are those children under age 21 whose serious or chronic physical or developmental conditions require extensive preventive and maintenance care beyond that required by typically healthy children.

CMS Network Mission

Champion excellence in the delivery of health care to children with special needs through a comprehensive system of care.

CMS Network Vision

Lead the nation in quality health care to enable children with special needs to reach their highest potential.



Health Care for Children

CMS Network Services

Children's Medical Services Network is the principal provider for children with special health care needs in Florida's KidCare Program, the State Children's Health Insurance Program. The CMS Network provides a comprehensive system of medical, developmental and supporting services for eligible children with special health care needs. Services are provided through 22 CMS area offices, 15 local Early Steps offices, 12 Primary Care projects, and contracted specialty programs located throughout the state.

Children's Medical Services provides a medical home for children with special health care needs which includes essential preventive, evaluative, and early intervention services. A team of trained nursing and social work professionals and support staff at each CMS location coordinate services with the family through local community providers.



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Strategic Goals

CMS Network Strategic Goals Aligned with Sterling Criteria

- **Leadership**—CMS Leaders set clear direction that facilitates a value driven and standards-based environment for children, their families, and our employees.
- **Strategic Planning**—Children enrolled in CMS Programs and their families will have the resources to obtain services within the guidelines of the CMS Program.
- **Customer and Market Focus**—Children who are enrolled in CMS Programs and their families will be partners with CMS in decision making at all levels and will be satisfied with the services they receive.
- **Measurement, Analysis and Knowledge Management**—CMS will utilize effective outcomes based measurement and analysis methods to facilitate continuous improvement that sustains a high quality, competitive system of care.



Health Care for Children with Special

- **Human Resource Focus**—Human resource practices support high performance, professional development, and a supportive environment for employees in order to advance a healthy organizational climate that effectively adapts to change.
- **Process Management**—Beginning at age 12, all teens and young adults with special health care needs who are enrolled in the CMS Network and their families will receive the services needed to make transitions to all aspects of adult life, including adult healthcare, work, and independence.
- **Process Management**—All children will be screened early and continuously assessed for emerging or changing special health care needs.
- **Organizational Performance Results**—All children who are enrolled in CMS Programs will receive ongoing, coordinated, culturally competent, comprehensive care, within the context of a medical home.

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Strategic Outcomes

CMS Network Strategic Outcomes

Leadership - 84.1% CMS employees reported that their supervisors demonstrate the appropriate **Behavioral Competencies** to do his/her job. *DOH 2008 Employee Survey*

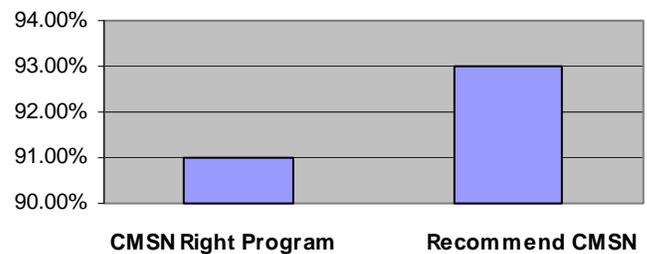
Strategic Planning - 13.4% Children with special healthcare needs in Florida **Without Insurance** at some point during past year. *National Survey on Children with Special Health Care Needs 2005*

Customer and Market Focus - 91% Parents responded that the CMSN **Program was Right** for their child. *CMS Network Family Satisfaction Report 2007-08*

Customer and Market Focus - 93% Parents responded that they would **Recommend CMSN** to someone they knew whose child had similar needs. *CMS Network Family Satisfaction Report 2007-08*



Customer & Market Focus



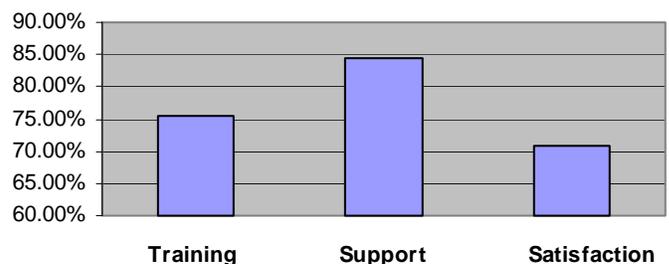
Measurement, Analysis and Knowledge Management - 76.2% CMS employees reported that they see evidence of their supervisor making decisions based on factual data. *DOH 2008 Employee Survey*

Human Resource Focus - 75.6% CMS employees report that they have been provided the **Training** needed to perform their job proficiently. *DOH 2008 Employee Survey*

Human Resource Focus - 84.3% CMS employees reported that they have the materials, equipment, supplies, and technical **Support Needed** to do their job. *DOH 2008 Employee Survey*

Human Resource Focus - 70.8% CMS employees report an overall positive level of **Job Satisfaction**. *DOH 2008 Employee Survey*

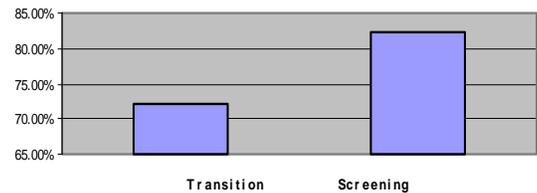
Human Resource Focus



Strategic Outcomes

CMS Network Strategic Outcomes

Process Management



Process Management - 72% Youth, 14 years of age and older, they or their parents indicated that their doctor had talked with them about how their health care needs might change when they become an adult (**Transition**). *CMS Network Family Satisfaction Report 2007-08.*

Process Management - 82.3% CMS enrollees who have a current assessment and care plan in their record (**Screening**). *CMS Area Office Annual Performance Measures Report 2007-08.*



Organizational Performance Results



Organizational Performance Results - >90% Families with children enrolled in CMS Network reported that their child had a usual source of care (**Medical Home**). *Florida KidCare Evaluation Report 2006-07*

Organizational Performance Results - 83.8% Families with children enrolled in CMS Network reported that they Always or Usually got an appointment for **Routine Care** as quickly as they wanted. *Florida KidCare Evaluation Report 2006-07*

Organizational Performance Results - 74.7% Families with children enrolled in CMS Network reported that they Always or Usually got an appointment for **Specialty Care** as quickly as they wanted. *Florida KidCare Evaluation Report 06-07*

Organizational Performance Results - 69.4% Children enrolled in CMS Network reported that they had received **Dental Care** within the last twelve months. *Florida KidCare Evaluation Report 2006-07*

Organizational Performance Results - 91.3% Families with children enrolled in CMS Network reported that their doctor Always or Usually explained things in a way that they or their child could understand (**Cultural Competency**). *Florida KidCare Evaluation Report 2006-07*