

Highlands CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	FDOH-Highlands 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	1.1.2 By June 30, 2014, FDOH-Highlands Accreditation Coordinator in coordination with the FDOH-Highlands Environmental Health Director will report the completion of the Environmental Public Health performance self-assessment.
Protect the Population from health threats	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	1.1.3.1 By January 1, 2014, FDOH-Accreditation Coordinator in coordination with FDOH-Highlands Emergency Preparedness Staff will research and report on opportunities and logistics for promotion and development of youth and adult MRC or CERT infrastructure to supplement FDOH-Highlands Preparedness plan.
			1.1.3.2 By June 30 2014, FDOH-Highlands will create and integrate a local Medical Reserve Corps workforce to provide behavioral health services for clients in shelters during disasters, and for staff following the event.
Protect the Population from health threats	1.1.4	Prevent and reduce intentional and unintentional injuries.	
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 By January 1, 2014, FDOH-Highlands will assist in the development of a "Healthiest Weight Tool-kit" through the activities of the local CHIP committee, to maximize long-term cooperative efforts between the CHIP committee and the Health Department.
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	Reduce infant mortality.	1.3.1 By June 30, 2014, FDOH-Highlands will develop an intervention plan to address the three most frequent causes of infant mortality identified in Highlands County as targets for educational outreach.
Improve maternal and child health	1.3.2	Meet special health care needs of children.	
Improve efficiency and effectiveness	2.1.1	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	
Improve efficiency and effectiveness	2.1.2	Use public health information technology and systems to efficiently improve business practices	2.1.2 By March 15, 2014, FDOH-Highlands Accreditation Coordinator in conjunction with local Information Technology and Fiscal staff will identify and implement an internal electronic performance management system such as the Silverlight Dashboard software, to provide Administration with monthly review/summary status of goals/strategy/objective progress.
Improve efficiency and effectiveness	2.1.3	Adopt certified electronic health record software	
Improve efficiency and effectiveness	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	

Highlands CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	FDOH-Highlands CHD Objective, aligned to State Strategy NOTE: Target dates for strategic objectives must be no later than Dec. 31, 2015
Improve efficiency and effectiveness	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	2.1.5.1 By June 30, 2014 FDOH-Highlands leadership will develop a standardized a standardized eligibility process for cross-training of staff according to DOH guidelines.
			2.1.5.2 Beginning January 1, 2014, FDOH-Highlands will critically analyze clinic operations and patient flow for continued efficiency and effectiveness in the primary clinic process.
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 By June 30, 2014, FDOH-Highlands will become a provider for three additional commercial and/or Federal insurance plans.
Maximize funding to accomplish the public health mission	2.2.2	Review and update fee policies and fee schedules.	2.2.2.1 By December 31, 2013, FDOH-Highlands will review and reevaluate fee schedules to maximize revenue.
			2.2.2.2 By June 30, 2014, FDOH-Highlands will develop collection policies and procedures to encourage clients to be more responsible for their portion of the cost of health care.
			2.2.2.3 By December 31, 2013, FDOH-Highlands Accreditation Coordinator in conjunction with FDOH-DeSoto GOC III, will begin reporting grant opportunities to Administration staff monthly.
Promote a culture of organizational excellence.	2.3.1	Collect, track and use performance data to inform business decisions and continuously improve.	2.3.1 By January 1, 2014, FDOH-Highlands Accreditation Coordinator, with input from appropriate FDOH- Highlands staff will begin quarterly monitoring and reporting of the fiscal, business, and strategic planning objectives outlined in the Community Health Improvement Plan (CHIP) and Business/Strategic Plan.
Promote a culture of organizational excellence.	2.3.2	Maintain a sustainable performance management framework.	
Promote a culture of organizational excellence.	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	2.3.3.1 By December 30, 2013, FDOH-Highlands Accreditation Coordinator will facilitate 3 planning meetings to address deficiencies in programmatic measures falling in the least favorable quartile as reported in the County Performance and County Snapshot reports.
			2.3.3.2 By June 30, 2014, FDOH-Highlands will develop action and intervention plans to address the items identified in objective 2.3.3.1
Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	2.4.1.1 By December 31, 2013 FDOH-Highlands will implement a bimonthly communications process, for both internal and external partners, based on input from senior team leaders, for distribution through the Public Information Offices.
			2.4.1.2 By June 30, 2014, FDOH-Highlands will identify five potential marketing/advertisement techniques/opportunities for exploration.
			2.4.1.3 By January 1, 2014, FDOH-Highlands will examine the internal communication process, and develop a method for staff input to identify areas for improvement to increase employee satisfaction.

Highlands CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	FDOH-Highlands CHD Objective, aligned to State Strategy NOTE: Target dates for strategic objectives must be no later than Dec. 31, 2015
Promote an integrated public health system.	3.1.1	Implement and link health improvement planning at state and local levels.	3.1.1.1 By December 30, 2013, FDOH-Highlands will cooperate with school nurses to include in-school dental screenings for all second or graders in Sebring public elementary public schools.
			3.1.1.2 By June 30, 2014, FDOH Highlands will collaborate with other providers to ensure all of Highland Counties 2nd graders are screened.
Promote an integrated public health system.	3.1.2	Integrate planning and assessment processes to maximize partnerships and expertise of a community in accomplishing its goals.	3.1.2 By June 30, 2014, FDOH-Highlands will establish a procedure to produce all outreach and public education materials bilingually, and at the appropriate reading level.
Promote an integrated public health system.	3.1.3	Support local efforts to revitalize communities.	
Assure access to health care	3.2.1	Increase access to care for underserved populations.	3.2.1.1 By January 1, 2014, FDOH-Highlands will establish a process to create educational scripts and FAQ documents for staff to use to improve patient understanding of access to care issues.
			3.2.1.2 By June 30, 2014, FDOH-Highlands will pilot this process with a transportation script to aid clients with transportation needs.
Assure access to health care	3.2.2	Provide equal access to culturally and linguistically competent care.	
Expediently license all healthcare professionals who meet statutorily mandated standards of competency.	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.	
Attract, recruit, and retain a competent and credentialed workforce.	4.1.2	Provide trainings and resources that support and develop current public health employees.	4.1.2.1 By January 1, 2014, FDOH-Highlands will establish and implement quarterly training opportunities such as "Lunch and Learn" to all staff using the Employee Assistance Program and local educators as potential presenters.
			4.1.2.2 By January 1, 2014, FDOH-Highlands will evaluate the customer complaint response protocol and address inefficiencies.
			4.1.2.3 By December 31, 2014, FDOH-Highlands will increase the percentage of customer complaints acknowledged by end of next business day from 60% to 80% as measured in the County Performance Snapshot.
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 By June 30, 2014, FDOH-Highlands will develop and institute a long-range organizational improvement plan in conjunction with our workforce transition plan to improve staff efficiency and employee satisfaction ratings. The plan will address issues such as counseling, additional training and education, restructuring of staff responsibilities and repurposing of physical areas in the health department.