

Monroe CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	Monroe 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	Prevent infant pertussis disease by immunization of <u>>75%</u> of pregnant or post-partum women by 12/31/14
	1.1.1	Prevent and control infectious disease	Achieve \geq 60% HPV immunization rates for persons under the age of 19, by 12/31/15.
	1.1.1	Prevent and control infectious disease	Assure that 70% of persons under 19 years of age who receive HPV immunization, complete the three immunization series by 12/15.
	1.1.1	Prevent and control infectious disease	Prevent outbreaks of meningococcal meningitis by immunizing a minimum of 50% of 11 - 19 year olds with at least 1 dose of meningococcal vaccine by December 2014.
	1.1.1	Prevent and control infectious disease	Increase the number of persons with HIV in care with undetectable viral load by 5% by December 2014.
	1.1.1	Prevent and control infectious disease	Decrease the AIDS case rate from 30.4 to 20.0 by December 2014.
	1.1.1	Prevent and control infectious disease	Achieves >95% of elements in place for timely quality disease reports. Ongoing target through 12/15.
	1.1.1	Prevent and control infectious disease	Maintain > 95% TB treatment completion within 12 months of initiating treatment. Ongoing target through 12/15.
	1.1.1	Prevent and control infectious disease	Decrease the rolling three year Chlamydia rate per 100,000 to 185 by 12/14.
Protect the Population from health threats	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Achieve less than or equal to 15 days of exceedance for beach water samples per quarter by 7/1/14.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Achieve satisfactory food establishment routine inspection level greater than or equal to 90% by 7/1/14.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Achieve a composite annual score on Environmental Health Onsite Sewage Program Evaluation of at least 80% by December 2013.

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	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Achieve a composite annual score on Environmental Health Community Facilities Program Evaluation of at least 80% by December 2014.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Achieve a composite annual score on Environmental Health Water Program Evaluation of at least 80% by December 2015.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Develop protocol for addressing mold complaints by December 2014.
	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Secure a funding source for a "Healthy Homes" pilot study by December 2015.
Protect the Population from health threats	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	Achieve a composite annual preparedness score from DOH of greater than 80% by December 2015.
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.	Decrease by 30% the number of WIC children who are overweight or obese, ages 2 - 5, with BMI \geq 85%. Target date 12/15.
Reduce chronic disease morbidity and mortality	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Decrease the percent of Monroe County residents reporting tobacco use from 22.3% to 17.5% by December 2015.
	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	Reduce the number of active tobacco retail licenses from 395 to 375 by December 2015.
Improve maternal and child health	1.3.1	Reduce infant mortality.	Decrease the percentage of late or no prenatal care to no more than 4% by 12/15.

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Improve maternal and child health	1.3.2	Meet special health care needs of children.	Increase the percentage of 2 year olds fully immunized to 92% by December 2014.
	1.3.2	Meet special health care needs of children.	Increase the percentage of teen family planning clients who opt for long term reversible contraceptive methods by 5% per year. Target date 12/15.
	1.3.2	Meet special health care needs of children.	Maintain percentage of repeat births to 15 - 19 year olds at or below 10%. Ongoing target through 12/15
	1.3.2	Meet special health care needs of children.	Increase the percentage of WIC infants who were ever breastfed to 48% by 12/15.
Improve efficiency and effectiveness	2.1.1	Use information technology and systems to efficiently support disease prevention, intervention and epidemiological activities.	Increase percentage of Monroe County Hospitals participating in ESSENCE Syndromic surveillance to 100%. Target date 12/15.
Improve efficiency and effectiveness	2.1.2	Use public health information technology and systems to efficiently improve business practices	
Improve efficiency and effectiveness	2.1.3	Adopt certified electronic health record software	Achieve full implementation of Electronic Health records by December 2014.

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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	Achieve 100% of data back-up daily in two separate locations to ensure redundancy. Target date: 12/30/ 2013.
Improve efficiency and effectiveness	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	Use Administrative Scorecard measures to illustrate efficiency, and post on Intranet site quarterly, with notice to all employees. Target date: January 2014.
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.	Achieve quarterly average cash balance within 6 to 10% target date March 2014.

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	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.	Improve Medicaid denials through increased staff training and verifying necessary information so that denials are reduced by 5% by 3/31/14.
Maximize funding to accomplish the public health mission	2.2.2	Review and update fee policies and fee schedules.	Conduct annual review of all fee schedules and policies at the time of Core Contract finalization. Target date: December 2013, and annually.
Promote a culture of organizational excellence.	2.3.1	Collect, track and use performance data to inform business decisions and continuously improve.	Ensure 100% accuracy on annual inventory of assets done in conjunction with Monroe County. Target date: 6/14.
	2.3.1	Collect, track and use performance data to inform business decisions and continuously improve.	Reduce Accounts Receivable balances for all insurance billing by collecting 60% within 90 days of services. Target date 12/14
Promote a culture of organizational excellence.	2.3.2	Maintain a sustainable performance management framework.	Implement new State guidelines for performance expectations, including SMART requirements. Target date 6/14.

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Promote a culture of organizational excellence.	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	Develop phone interview process to survey customer satisfaction at facilities, walk-ins, and phone inquiries by July 2014.
	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	Integrate quality improvement messages during weekly Community Health Services conference calls with all staff by December 2013.
Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Identify primary PIO and two back-up PIO's by 10/13
	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Identification of emergency communications systems (MIR, FDENS, Etc) handlers, equipment, and procedures by 10/13..
	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Create a Sharepoint "Bulletin Board" posting announcements, notices, etc., on DOH-Monroe related activity in real time. Target date 1/14.
	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Training of primary PIO and two back-up PIO's by 1/15.

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	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Complete Community Health Care Provider Directory, and update on annual basis. Ongoing target through 12/15.
	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Prepare an Annual Report for DOH- Monroe profiling program highlights and activities. Target date 1/14
Promote an integrated public health system.	3.1.1	Implement and link health improvement planning at state and local levels.	Complete Bahama Village Health Improvement Plan by December 2013.
	3.1.1	Implement and link health improvement planning at state and local levels.	Complete East Islamorada Health Improvement Plan by December 2014.
	3.1.1	Implement and link health improvement planning at state and local levels.	Complete West Marathon Community Health Improvement Plan by December 2015.
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.	Train 3 - person community outreach and surveillance team in PACE-EH methods by July 2014.
Promote an integrated public health system.	3.1.3	Support local efforts to revitalize communities.	Using PACE-EH Process, complete Bahama Village Health Improvement Plan by December 2013.
	3.1.3	Support local efforts to revitalize communities.	Using PACE-EH Process, complete East Islamorada Health Improvement Plan by December 2014.
	3.1.3	Support local efforts to revitalize communities.	Using PACE-EH Process, complete West Marathon Health Improvement Plan by December 2015.

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Assure access to health care	3.2.1	Increase access to care for underserved populations.	
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.	Identify a staff position with primary responsibility for work force development, and generating individual development plans for each employee, with the direct input and involvement of supervisors, Target date: 6/14
Attract, recruit, and retain a competent and credentialed workforce.	4.1.2	Provide trainings and resources that support and develop current public health employees.	Continue to have all-staff training days which have substantive public health topics, and further agreed upon agency wide goals. Target date: 12/13
	4.1.2		Create and implement a new employee orientation program which includes periodic follow up. Target date 6/14
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.	Develop standard operating procedures for all staff positions. Target date 12/14

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	4.2.1	Develop, sustain and improve an Agency Workforce Development Plan to ensure continuity of competent and credentialed workforce.	Ensure that succession plans are in place for all senior staff with defined retirement dates. Target date: 3/14