

Osceola CHD Alignment with Agency Strategic Plan

Agency Strategic Plan Goal	Agency Strategic Plan Strategy No.	Agency Strategic Plan Strategy	FDOH-Osceola Objectives, 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	Objective: By 12/31/13, increase the percent of CHD STD cases treated according to the most recent guidelines within 14 days of diagnosis from 65.5% to 90%. Objective: By 12/31/13 , increase the percent of clients who routinely pick up ADAP medications each month from 80% to 85%. Objective: By 12/31/13, increase the percent of contacts to sputum AFB smear-positive TB patients who are evaluated for infection and disease from 81.8% to 93%. Objective: By 12/31/13 increase the percent of newly diagnosed contacts with LTBI that completed treatment from 77.3% to 79%.
Protect the Population from health threats	1.1.2	Prevent and reduce illness, injury and death related to environmental factors	Objective: By 12/31/13, improve response time for food borne/waterborne illnesses to 24 hours.
Protect the Population from health threats	1.1.3	Minimize loss of life, illness, and injury from natural or man-made disasters	
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.	Objective: By 12/30/15, reduce the percentage of adults who are overweight from 41.4% to 30.6%.
Reduce chronic disease morbidity and mortality	1.2.2	Reduce illness, disability, and death related to tobacco use and secondhand smoke exposure.	

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Improve maternal and child health	1.3.1	Reduce infant mortality.	Objective: By 12/31/13, increase the percent of teen CHD family planning clients who adopt an effective or higher method of birth control from 42.8% to 73%. Objective: By 9/30/14, increase early access to prenatal care through improved processes for pregnancy testing, and early first provider appointment.
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	Objective: By 12/31/13, implement Q-Flow in all clinics (from door to door). Objective: By 6/30/14, implement an electronic customer survey accessible to 100% of patients at all visits to provide real-time customer satisfaction data. Objective: By 12/31/13, conduct an IT needs assessment and gap analysis, focused on technology/staffing/data reporting capability and capacity needed to achieve organizational goals. Objective: By 6/30/14, develop an IT strategic plan that addresses identified priorities.
Improve efficiency and effectiveness	2.1.3	Adopt certified electronic health record software	Objective: By 12/31/13, all sites will fully convert and meet state and federal guidelines for Electronic Health Records.

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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	
Improve efficiency and effectiveness	2.1.5	Implement tools, processes and methods that support accountability and provide transparency in DOH administrative management systems.	
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.	
Maximize funding to accomplish the public health mission	2.2.2	Review and update fee policies and fee schedules.	Objective: By 12/31/13, develop a method to review fee schedules quarterly and update fee schedules annually (by payor mix).

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Promote a culture of organizational excellence.	2.3.1	Collect, track and use performance data to inform business decisions and continuously improve.	Objective: By 12/31/13, develop and implement an internal scorecard process that identifies and uses leading/predictive indicators to support operational decision-making.
Promote a culture of organizational excellence.	2.3.2	Maintain a sustainable performance management framework.	Objective: By 1/31/14, develop (with input from front line staff) standardized processes, including process measures, which set clear expectations for employees and establish a clear chain of command.
Promote a culture of organizational excellence.	2.3.3	Develop, implement and sustain integrated quality improvement processes throughout organizational practice, programs, processes and interventions.	Objective: By 12/30/15, develop a systematic approach to using customer satisfaction and dissatisfaction data to identify and prioritize opportunities for improving services and processes. Objective: By 6/30/14, complete at least one QI initiative that addresses and improves an opportunity for improvement from the 2012 employee satisfaction survey.
Optimize communications.	2.4.1	Develop, implement and improve internal and external communication strategies and plans.	Objective: By 12/31/13, develop a systematic approach to two-way communication with employees.
Promote an integrated public health system.	3.1.1	Implement and link health improvement planning at state and local levels.	
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.	Objective: By 12/30/14, increase the number of community partners engaged with FDOH-Osceola from 50 to 52. Objective: By 12/30/14, community partners (Park Place, Nemours, R.W. Schools, Council on Aging, etc.) rate engagement with FDOH-Osceola at 85% or higher.

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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.	Objective: By 12/31/13, develop a schedule template (by appointment type) that will ensure access to urgent care appointments within two (2) days and routine care appointments within 30 days.
Assure access to health care	3.2.2	Provide equal access to culturally and linguistically competent care.	Objective: By 3/31/14, develop and implement a strategy that educates the community on access to 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.	Objective: By 1/30/14, develop and implement core competency checklists for all positions and educate staff on processes. Objective: By 12/30/14, 100% of supervisors will demonstrate an understanding of and proficiency in establishing SMART expectations and in performance management. Objective: By 03/31/14, ensure that ICARE values are incorporated into recruitment and hiring of employees. Objective: By 12/31/13, develop and implement expectations on behaviors that embody the ICARE values.

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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.	Objective: By 6/30/14, complete an organizational wide training needs assessment. Objective: By 12/30/14, develop a training plan that provides professional development resources and opportunities to the workforce. Objective: By 12/31/13, all supervisors will complete leadership training within 18 months of becoming a supervisor.
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.	Objective: By 12/30/15, develop a succession plan to ensure the organization is prepared to fill high priority positions that are or will be vacated by a retiring workforce.