

# SCCMHA Strategic Priorities 2016-2019

## Update for 2017 Public Hearing

### Strategic Priority 1:

#### Focus on Consumer Services and Outcomes

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Rationale: Supporting consumers to achieve their stated outcomes is our top priority. We are committed to helping customers imagine a better life. Our behavior, actions and utilization of the benefit will demonstrate our belief in the potential for growth and achievement of outcomes.

#### Strategic Goal 1.1:

##### Increase the Numbers of Persons Served Across All Populations (and Increase Access to Services)

- 1.1.1 Same Day / Next Day Appointments by January 2017 (CCBHC) ✓
- 1.1.2 Internal and External Messaging to Communicate Availability of Service (Access) & Expanding Referral Base
- 1.1.3 Implement / Expand Services for consumers with co-morbid chronic health conditions, hoarding disorders, transitional age youth, secondary trauma, veterans and their families.  
**NEW**

#### Strategic Goal 1.2:

##### Expand the Expectation and Use of the Service Array Across All Populations

- 1.2.1 Work to serve more consumers annually across all populations ✓
- 1.2.2 Educate Customers, Family Members & Guardians about the Service Array and connecting services to person centered planning to achieve outcomes (benefit information)
- 1.2.3 Educate the Workforce (clear procedure for mobilizing the benefit)
- 1.2.4 Improve adequacy of Service Array with special emphasis on Ancillary Health (crisis stabilization, MUTT, speech, PT, OT, dietary, recreational / music / art therapy)

#### Strategic Goal 1.3:

##### Demonstrate Improved Consumer Outcomes

- 1.3.1 Identify SUD Outcome measures
- 1.3.2 Monitor at Risk Populations – those with chronic health conditions, trauma victims, pregnant women
- 1.3.3 Publications of Results to Stakeholders (including Consumers) on Outcome Data
- 1.3.4 Expand utilization of 9 Touch Protocols within Admissions, Discharges & Transfers (ADT) Notifications / Planning **NEW**
- 1.3.5 Select measures for Medicare Incentive Payment Systems ✓
- 1.3.6 Explore and Implement Solutions to Consumer Health Care Barriers **NEW**

## Strategic Priority 2: Enhancing Leadership and Succession Planning

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Rationale: Recruit, mentor, and develop future leaders to ensure a trained, competent, and qualified workforce to become the future leaders of SCCMHA.

### Strategic Goal 2.1: Leadership CMH Training

- 2.1.1 Development / Implement Supervisory Skills Training (with ASE) ✓
- 2.1.2 Develop / Implement Management Training Curricula for Supervisors
- 2.1.3 Develop Succession Plan for Management Team
- 2.1.4 Develop / Implement Survey of Leadership in order to Identify Training Needs ✓
- 2.1.5 Continue Leadership in Multicultural Training in Saginaw Community

### Strategic Goal 2.2: Institutionalizing to Community Partners Ensure that there is not a shelf life with relationships made with Community Partners (predictable environment)

- 2.2.1 Review of all Primary Relationships and update MOUs with Key Community Partners (DHHS VA, Hospitals, Courts, Public Health, Juvenile Detention Center, Parole & Probation Offices)

### Strategic Goal 2.3: Recruitment

- 2.3.1 Develop Internship Opportunities for Key Disciplines (Autism, Psychology, etc.)
- 2.3.2 Development of Formal onboarding process for new staff **NEW**
- 2.3.3 Explore the adequacy of Clinical / Administrative Supervision

## Strategic Priority 3: Enhanced Electronic Business Environment to Meet Major Agency Priorities

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Rationale: Unify data systems for the purpose of obtaining a cohesive business management data system. Utilize tools for staff to be more efficient.

### Strategic Goal 3.1: SCCMHA Transitions to Meaningful Use Version of Sentri Software

- 3.1.1 Continue to transition to the Meaningful Use version of Sentri software and MIPS in Sentri II EHR and master use of Zenith and Care Connect 360.

- Identify Meaningful Use Leadership Group ✓
- Study and implement workflow changes
- Determine the behavioral health goals we would like to see implemented ✓
- Develop plan for Patient Portal
- Develop plan for Integration of CA/SUD data
- Integrated PHI Messaging System inside EMR ✓
- Develop plan for PIPBHC metrics and reporting with MDHHS if they are SAMHSA funded  
**NEW**

### Strategic Goal 3.2: Future Electronic Expansion

- 3.2.1 Health Information Exchanges – Continue to monitor with healthcare partners for expanded functionality
- 3.2.2 Study / Plan Data Processing Capability to Accept External Data into our Warehouse – information coming in from MDHHS or other partners
- 3.2.3 Interfaces to other Business Partners (Great Lakes Bay Health Centers)
- 3.2.4 Interface with Mid-State Health Network
- 3.2.5 Social Media – Add Facebook Push Messaging to website ✓
- 3.2.6 Move all agency copy machines to new contracted standardized lease arrangement ✓
- 3.2.7 Expand Televisions in Conference Rooms / Display in Lobby ✓
- 3.2.8 Improve current 8-1-1 System **NEW**

### Strategic Goal 3.3: Addressing the Adequacy of the Current Phone System

- 3.3.1 Cost/benefit analysis of replacing current phone system

Examples of limitations to review:

- Tracking Access Performance Indicators

### Strategic Goal 3.4: Mobile Workforce

- 3.4.1 Assess the need of mobile or use of other technology capabilities within each business function.
  - Management Team
  - Key Personnel
  - Supervisors
  - CAI/CIS Needs
  - Clinicians in the field
  - Paraprofessionals (Skill Building, Autism, etc.)

## Strategic Priority 4: Diversifying and Expanding our Role in the Healthcare Landscape

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Rationale: To maximize our partnerships in the Saginaw Health Care market implementing collaborative approaches to population health.

### Strategic Goal 4.1:

#### Explore and Develop our Potential Roles in Healthcare

- 4.1.1 Continue to seek financial support for Community Care HUB **NEW**
- 4.1.2 Children's Health Access Program (CHAP) – Determine sustainability with Medicaid Health Plans ✓
- 4.1.3 Community Health Improvement Plan (CHIP) – Continue Behavioral Health leadership
- 4.1.4 Clinical Healthcare Integration – Expand efforts
- 4.1.5 Continue to Expand Mental Health Consultation Models
- 4.1.6 Expand Strategic Relationships with Primary Care and Medical Education
- 4.1.7 Explore expansion of Telepsychiatry / Telehealth ✓
- 4.1.8 Exploration of alternative / preferred payer models with MDHHS
- 4.1.9 Complete Saginaw CMH submission with MDHHS to SAMHSA for Promoting Integration of Primary and Behavioral Health Care (PIPBHC) ✓
- 4.1.10 Submit SCCMHA 298 Pilot Proposal **NEW**

### Strategic Goal 4.2:

#### Core Skills for Workforce on Physical Health

- 4.2.1 Develop training on specific health conditions
- 4.2.2 Expand medication training beyond the Case Management core training
- 4.2.3 Increase literacy of medical health conditions
- 4.2.4 Population Health Management enhancement with mastery of Zenith and Care Connect 360
- 4.2.5 Implement “9 Touch” for Core Transitions **NEW**

### Strategic Goal 4.3:

#### Achieved Certified Community Behavioral Health Clinic Status (State of Michigan Application Not Funded)

- 4.3.1 Complete Readiness Assessment ✓
- 4.3.2 Participate in Readiness Webinars ✓
- 4.3.3 Develop Work Plan ✓
- 4.3.4 Submit “Request for Certification” ✓
- 4.3.5 Prepare for Site Visit and launch in January 2017 ✓

## Strategic Priority 5:

### Improved Health and Quality of Life

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Rationale: To provide dedicated efforts to support the overall wellness of key stakeholders.

## Strategic Goal 5.1: Health and Wellness

### 5.1.1 Improved health and wellness for Consumers, Families, and Caretakers

- Expand tools for addressing health literacy and education on wellness and chronic disease management
- Impact chronic conditions by making metrics available to staff in EHR in usable format ✓
- Develop EBP Wellness Guide ✓
- Expand Integration across all treatment teams
- Expand prevention wellness activities
- Symptom Management – Expand access and use of myStrength mobile app

### 5.1.2 The Medical Record will Demonstrate Improved Integration with Primary Healthcare

### 5.1.3 Develop Tracking and Analyzing Key Health Indicators and Trends in Sentri 2 to Inform System Improvement

### 5.1.4 Develop Publications of Healthcare Data to Stakeholders (including consumers)

### 5.1.5 Workforce emphasis on the importance of wellness

- Education
- Impact chronic conditions
- Guidance for resources
- Prevention
- Symptom Management
- Access to health and wellness resources / information using internal communication tools
- Design and train in new workflows
- Sponsoring or hosting motivational, healthy activities
- Availability of exercise room/equipment
- Use of Mobile self-help resource (myStrength) ✓

### 5.1.6 Develop and Implement Strategies for Compliance with Home and Community Based Services (HCBS) Rule

### 5.1.7 Contribute to the overall health of the Saginaw Community

- Provide visible leadership in local wellness and initiatives
- Commit resources
- Participate in Saginaw CHIP process ✓
- Participate as one of 11 sites in U.S. for Cancer Control Communities of Practice **NEW**
- Participate in planning on Neonatal Abstinence Grant with Michigan Public Health Institute **NEW**