

DRAFT SCCMHA Strategic Priorities 2016-2019

Strategic Priority 1: Focus on Consumer Services and Outcomes

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 hoarding disorders, transitional age youth, secondary trauma, veterans and their families, mild to moderate conditions with CCBHC pilot. **NEW**

Strategic Goal 1.2: Expand the Expectation and Use of the Service Array Across All Populations

- 1.2.1 Educate Customers, Family Members & Guardians about the Service Array and connecting services to person centered planning to achieve outcomes (benefit information)
- 1.2.2 Educate the Workforce (clear procedure for mobilizing the benefit)
- 1.2.3 Improve adequacy of Service Array with special emphasis on Ancillary Health (what is missing: crisis stabilization, speech, PT, dietary, OT, recreational / music / art therapy, music, art, MUTT)

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**

Strategic Priority 2: Enhancing Leadership and Succession Planning

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) **NEW**
- 2.1.2 Develop / Implement Management Training Curricula and Opportunities Available
- 2.1.3 Develop Succession Plan for Management Team **NEW**
- 2.1.4 Develop / Implement Survey of Leadership in order to Identify Training Needs **NEW**
- 2.1.5 Continue Leadership in Multicultural Training in Saginaw Community **NEW**

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

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 PQRS in Sentri II EHR and master use of Zenith and Care Connect 360.
 - Identify Meaningful Use Leadership Group
 - Study and implement workflow changes

- Meaningful Use (what are the behavioral health goals we would like to see implemented)
- Develop plan for Patient Portal
- Develop plan for Integration of CA data
- Integrated PHI Messaging System inside EMR
- Develop plan for CCBHC metrics and reporting **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 (HDI)
- 3.2.4 Interface with Mid-State Health Network
- 3.2.5 Social Media
- 3.2.6 Move all agency copy machines to new contracted standardized lease arrangement **NEW**
- 3.2.7 Expand Televisions in Conference Rooms / Display in Lobby **NEW**
- 3.2.8 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

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 **NEW**
- 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 **NEW**
- 4.1.7 Explore expansion of Telepsychiatry / Telehealth **NEW**
- 4.1.8 Exploration of alternative / preferred payer models with MDHHS **NEW**
- 4.1.9 Launch Pilot for Certified Community Behavioral Health Clinics (CCBHC) - Cooperative / Care Coordination Agreements with Tribal Organizations and Veterans Affairs **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 **NEW**
- 4.2.4 Population Health Management enhancement with mastery of Zenith and Care Connect 360 **NEW**

Strategic Goal 4.3:

Achieved Certified Community Behavioral Health Clinic Status

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

Strategic Priority 5:

Improved Health and Quality of Life

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 **NEW**

- Impact chronic conditions by making metrics available to staff in EHR in usable format **NEW**
 - Develop EBP Wellness Guide **NEW**
 - Expand Integration across all treatment teams
 - Prevention
 - Symptom Management – Expand access and use of myStrength mobile app **NEW**
- 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 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 **NEW**
 - Sponsoring or hosting motivational, healthy activities
 - Availability of exercise room/equipment
 - Use of Mobile self-help resource (myStrength) **NEW**
- 5.1.6 Contribute to the overall health of the Saginaw Community
- Provide visible leadership in local wellness and initiatives
 - Commit resources