



**County Health Center Co-Applicant Board
Strategic Plan 2018 – 2020**

	GOAL	OBJECTIVES	DATE / STATUS
A	Provide high quality patient experience.	<ol style="list-style-type: none"> 1. Review patient concerns/grievances and any Health Center planning recommendations and provide guidance. 2. Review patient survey data and Health Center recommendations. 3. 	
B	Ensure timely access to primary care including preventative services.	<ol style="list-style-type: none"> 1. Review quarterly Quality Improvement Committee (QIC) data and recommendations. 2. Review process to onboard and educate new patients on Health Center services, member support, preventative care, and health plan services. 3. 	
C	Provide care coordination to at risk enrollees.	<ol style="list-style-type: none"> 1. Review Care Coordination Policy. 2. Review Health Center plans to establish appropriate contracts to serve low income county residents. 3. 	
D	Recruit, onboard, and educate new CAB members.	<ol style="list-style-type: none"> 1. Design and implement ongoing recruitment. 2. Design and implement an onboarding plan. 3. Achieve consumer membership of 51% by 12/31/18. 4. 	
E	Ensure CAB completes all HRSA required activities.	<ol style="list-style-type: none"> 1. Review Health Center plan to ensure compliance with each requirement including how it is measured, responsible party, and review process. 2. Review Health Center internal audits and recommendations based on findings. 3. 	

Revised: January 12, 2018