

**Strategic Plan 2015-2017**

**Updated April 2017**

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**Note: November 2016**

Two additional major changes occurred in 2016 that affect this plan:

- In January 2016 a Board of Supervisors approved program, Healthy Partners, opened the health center to eligible low income undocumented adults for primary care.
- In April 2016 the Health Center was granted 330 € status and subsequently updated the Bylaws and altered the mission statement
- The 330€ status changes the composition of the Board to include patient members.

**Note: September 2015**

- Individuals in Sacramento County who are very low income and who may be experiencing homelessness now have different options for healthcare services in our community. Medi-Cal Managed Care is available to virtually all our very low income residents. Becoming oriented with this available system of care is now of paramount importance. All primary care, dental, mental health services and alcohol and drug services are now covered services available to the individuals we serve.
- This change is so profound that the HCHAB revised the strategic plan to reflect the new efforts required to ensure that it reflects this new reality.

**HCAB Mission**

*“Any individual, especially those experiencing homelessness, has access to high quality comprehensive primary care at the Sacramento County Federally Qualified Health Center”*

**Strategic objectives**

**By December 2016**

**Provide prompt access to the full array of approved services at the health center to all enrolled patients**

- Obtain 330(e) status to ensure that patients who are no longer homeless can continue to receive services at the health center **ACHIEVED with HRSA designation April 2016**
- Strengthen the mental health and substance use assessment/intervention staff. **ACHIEVED October 2016 (4) new staff hired**

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- Ensure access within 48 hours for urgent needs and 10 days for routine care **ACHIEVED throughout the period** EXCEPT for March – September 2016 when now program filled up appointments.
- Obtain managed care contracts with multiple plans so that individuals with Medi-Cal managed care can be served at our health center **ACHIEVED Contract signed November 2016. Enrollees expected February 2017.**

**By February 2017**

**Provide high quality patient experience**

- Integrate customer service expectations into training and evaluation for all levels of staff **ACHIEVED Ongoing**
- Integrate interpreters of Spanish language patients into health center workflow **ACHIEVED and refined February – October 2016**
- Track patient grievances and report at QIC
- Survey patients quarterly regarding their experience and track results at QIC **ACHIEVED and reported September 2016. Also December 2017. Next report due August 2017**

**By May 2017**

**Outreach to underserved individuals enrolled in the health center as well as those in the community.**

- Train outreach nurses at MCLF how to make appointments for patients as needed **ACHIEVED**
- Provide transportation support for patients who want their care here **ACHIEVED Ongoing**
- Assign Member services team to assist patients select the health center as their medical home and solve their Medi-Cal problems **ACHIEVED Ongoing**
- Use RNs to provider community based outreach to high risk enrolled patients who miss appointments or need other support **NOT YET ACHIEVED**

**By June 2017**

**Ensure HCHAB and Health Center meet HRSA requirements**

- Develop multiple strategies for health center patient input **March 2017 Strategies being tested**
- Create calendar of required activities to ensure completion **April 2017 Developed and currently in test**