

Division of Behavioral Health Services Strategic Plan Goals and Strategies

Goal: Continue to educate and assist staff in understanding a fee-for service model
Strategies:

- Continue to report to management team monthly status of fiscal and performance standards using EHR generated reports as reference
- Train all Program Coordinators to access and print financial report in PatTrac for respective Program
- Improve financial data gathering process and analysis
- Report to direct service care providers service delivery trends and outcomes during supervision
- Establish an objective measure for service provider productivity
- Develop a collection process for co-payments
- Training of clinical and paraprofessional staff on working with resistance in the therapeutic process
- Training of support staff on customer service

Goal: Obtain CARF accreditation
Strategies:

- Attend CARF training
- Review CARF standards and compare against existing policies, procedures and business practices
- Implement all CARF standards
- Complete and submit CARF application

Goal: Develop further the agency's Electronic Health Record, PatTrac to ensure maximum utilization

Strategies:

- Review current available reports in PatTrac
- Identify the meaningful reports the PatTrac is able to generate in order to collect, monitor and compare outcome measures data
- Continue to obtain feedback from supervisors on how EHR can assist them in reviewing and managing clinical and financial reports
- Continue to obtain feedback from clinicians on how EHR can assist them in making their clinical services documentation easier and faster
- Continue to communicate with Information Technology staff on PatTrac to relay suggestions provided by clinicians and supervisors

Goal: Improve recruitment and retention of qualified staff

Strategies:

- Investigate and implement improved marketing of open positions
- Collaboration with local academic institutions for recruitment
- Analyze MS22 to ensure accuracy of job description

- Research and assign supervisors to complete trainings related to personnel management
- Implement improved and consistent employee recognition programs
- Incorporate self-care or team building activities during quarterly Division staff meeting
- Continue to solicit level of employee satisfaction through the annual employee survey
- Develop and implement interventions in response to employee satisfaction surveys

Goal: Improve trust between management and staff based on 2017 annual employee satisfaction survey result

Strategies:

- Hire an experienced third party to conduct focused group discussion with staff and in the absence of management
- Third party to prepare and submit written report on the outcome of focused group discussion to management
- Management to review report and determine next plan of action for implementation
- Evaluate outcome of action plans implemented
- Send out employee satisfaction survey six months after implementation of action plans