

Sunshine Community Health Center 2013 Strategic Plan

Goal 1- Staff and Board Development (Aim to improve recognition, recruitment and retention of staff)

1- Identify and eliminate barriers to recruitment of new Board Members
2- Identify team building and training workshops for Board and target dates for training
3- Continue with the service recognitions for Board and staff
4- Develop and present an annual Board calendar for meetings, trainings and special events
5- Development of a succession plan
6- Continue to work on recruitment and retention plan for staff

Goal 2- Improve access to quality Medical – Dental- BH services

1- Work Flow redesign
2- Continue to investigate and implement transportation needs and services
3- Continue to explore SCHC services to Trapper Creek residents
4- Meet with Trapper Creek residents on future plans and report out on survey
5- Continue progress to PCMH recognition and Meaningful Use
6- Continue to work on and report out to QA&I committee on data elements used to evaluate patient care and SCHC services

Goal 3- Maintain level of treatments services and explore and expand into other health care related services. (Aim here is to look at a wellness program in addition to services such as chronic disease management, alternative care, hospice, home health care)

1- Develop and implement a wellness program for patients and the workplace.
2- Expand dental services
3- Continue to investigate and develop a plan to expand from a dispensary to a pharmacy
4- Expand specialty clinics and offering in Willow, Talkeetna and Trapper Creek
5- Identify services to be added that will necessitate a “change in scope” with HRSA
6- Prepare and submit “change of scope” to HRSA
7- Develop a plan for maintaining and improving all IT hardware and software staying complaint with PCMH, CMS, HRSA, etc.
8- Explore partnerships to help facilitate expansion into areas such as Hospice, Home Health Care, In Home care

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Goal 4- Ensure adequate resources

1- 100% chart completion within 3 days of service
2- Develop alternative funding resources
3- Annually review salaries staying within 95-100% of other AK CHCs
4- Hire development director by 2014

Goal 5- Ensure quality safe facilities and grounds

1- Develop and implement a five (5) year maintenance plan for all SCHC facilities and grounds
2- Investigate development of housing
3- Develop an emergency preparedness plan that covers building, services, grounds, etc. and is coordinated with the Borough and local EMS

Goal 6- Marketing, public relations and education

1- Develop and implement an education program/plan to inform patients on trends in health care, and current services offered
2- Develop and implement a community outreach program aimed at educating communities on the mission and scope of community health centers
3- Develop an Advocacy Tool Kit

Approved by SCHC Board on February 28, 2012