

Del Puerto Health Care District

2022-2025 Focus Areas and Strategic Goals

Focus Areas

- *Strategic Goal*
 - *Objective (SMART= Specific, Measurable, Actionable, Realistic Time-bound)*
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Quality = Provide the highest quality care of any provider on the West Side.

- Achieve excellent quality outcomes
 - Align with CHIP goals
- Deliver an exceptional patient experience (Staff customer Service)
 - Increase MedStatix patient satisfaction scores to the national average by June 2022.

Safety = Provide a safe environment for our patients and employees.

- Enhance the culture of patient safety
 - Hold monthly safety trainings by department for all staff
- Plan for a safer workplace
 - Conduct annual employee safety inspections, make necessary changes within 90 days

Service = Deliver an experience that exceeds patient and family expectations.

- Create an infrastructure that supports radically convenient access to care
 - Expand clinic hours to half-day Saturdays by March 31
- Promote a wellness mindset in the community (Healthcare literacy/patient education)
 - [See CHIP goals]

People = Recruit and retain an engaged, compassionate workforce.

- Seek, hire, and retain remarkable employees.
 - Maintain a 75% or higher annual employee retention rate.
 - Ensure entry level pay rates are 10% above minimum wage
 - [Organized labor objective]
- Develop a highly engaged workforce.
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- Promote a thriving, rewarding provider practice
 - Nurture the provider-patient relationship.
 - Seek hire and retain four mid-level providers (NP, PA, LCSW) by FYE 2022
 - Ensure adequate visit time for each patient
 - Average visits per day: 26 for doctors, 20 for NP/Pas, 12 for LCSW
- Grow staff skills to increase proficiency in their role
 - Offer in-house, biannual training for every employee
 - Offer incentives for employees to earn external training opportunities

Finance = Establish and meet key fiscal milestones

- Invest in assets to ensure financial sustainability

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- Invest \$1 million with an target annual return of 2.0%
- Develop multi-year financial planning that is responsive to industry and operational changes.
 - Develop long-term building plan with finance options by March 31
- Prepare for value-based reimbursement
 - Determine if VBR is right for health center/RHC by FYE 2022.

Growth = Meet the growing needs of our community.

- Expand services to match housing development in Patterson.
 - Create plan for adding two mid-level health care providers to the HC by March 31, 2022.
- Align our short and long-term facility needs with data-driven business plans.
 - Finish construction of new AMB/DO facility by Dec 2023
- Partner with industry & education to encourage health and wellness
 - Engage with City of Patterson Youth program
 - Funding by DPHC Foundation

Community = Support healthier West Side communities.

- Align with partners to implement the Stanislaus County 2020 Community Health Improvement Plan (CHIP)
 - Identify three CHIP goals that will align with [Hypertension,
- Engage community partners in advancing programs that support the community's health.
 - Partner with Hammon Senior Center to offer Community Health Education program
- Marketing to the community (e.g., services, information, newcomers, rebranding)
 - Evaluate rebranding options by March 31, 2022
 - Prepare outreach through newspaper, social media

Governance = Collaborate with local, city, county, and state leaders

- Engage legislators at city, county, and state levels
 - Hold annual meetings with state legislators
- Participate in professional associations
 - Every management staff member participate in an association related to their field of work or health care districts
- Develop a highly engaged Board of Directors
 - Every board member participates in 10 hours of annual training.