

Continuous Quality Improvement Program

Walton Community Services, Inc.

Strategic Plan

Statement of Strategy: “ The primary goal of our organization is to achieve a higher level of profitability by supplying quality healthcare services that takes into account both individual and community interdependence”

Mission

(1) Our mission is to provide quality in home support services that promotes the individual living in his or her home (2) To Promote healthy lives, freedom of choice and client satisfaction with the highest level of independence, through the community integration and education (Your organization have at least two different mission (statements))

Vision

We will be the leading community home healthcare service in the industry

Goals:

Goal 1 – Establish a corporate compliance program disclosing illegal conduct and investigate questionable activities

Goal 2 – Improve leadership and management decision-making process

Goal 3 – Advance the policies and procedure of the organization to increase operational excellence

Goal 4 – Increase home care services to ensure fiscal sustainability

Goal 5 – Institute joint staff and community based educational opportunities

Goal 6 – Enhance market presence

Goal 7 – Acquire, develop, and retain exceptional staff

Planning and Vision

Goal 1: Establish a corporate compliance program disclosing illegal conduct and investigate questionable activities

Establish/Improve Compliance Resources

- Implement a real-time reporting structure and provide access through website
- Compile company-wide standardized infrastructure database
- Digitize corporate compliance programs and implement document management system
- Integrate confidential documents with current security system
- Establish objective compliance prioritization system by implementing employee and community transparent complaint process

Analyze company compliance program

- Analyze current database management system to ensure monitoring and conformity to legal and regulatory requirements
- Examine a secure chain of command for document transfer
- Review and revise compliance program
- Compile county, local, state and federal to comply with law
- Perform internal audits

Establish master compliance plan

- Coordinate with stakeholders to determine monitoring policies and procedures
- Establish a leader evaluation tool for all compliances
- Create a 5-year compliance plan
- Develop an internal audit process

- Construct off-site compliance protocol
- Examine a secure chain of command for document transfer

Planning and Vision

Goal 2: Improve leadership and management decision-making process

Objective	Action Items
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Standardize departmental procedures

- Implement, communicate, and distribute transparent reporting structure
- Create a decentralize structure to make effective field decisions
- Design a reporting structure to sustain the company for change
- Set up a future state organizational design strategy
- Establish predictive protocols better decisions for opportunity affecting the business

Implement Succession Plan

- Identify and develop future talent through exposure to routine managerial responsibilities
- Create a succession plan spreadsheet
- Metrics for high potential candidacy pool

Planning and Vision

Goal 3 – Advance policies and procedure of the organization to increase operational excellence

Objective	Action Items
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Standardize performance measures

- Develop key performance indicators to track, monitor, evaluate and sustain operational excellence
- Align all policies and procedure to increase operational excellence
- Reduce operational errors 11%
- Establish a standard internal rate of return (Hurdle rate) 10%
- Establish a framework to evaluate all strategies
- Launch a corrective action process improvement protocol for low performance areas
- Create an on-line/call-in patient survey
- Achieve above average percentile ranking of patient satisfaction surveys greater than 95th percentile
- Reduce legal cost by 25%
- Reduce incidence of home health acquired skin-pressure wounds to less than 2%

Planning and Vision

Goal 4 – Increase home health patients to ensure fiscal sustainability

Objective	Action Items
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Expand financial opportunities

- Improve operating income
- Improve collections
- Improve staff productivity
- Identify and attract persons to serve
- Increase brand through inter-agency partnerships
- Increase patients by leveraging governmental processes and business partnerships

- Explore private, state, and federal options
- Set methods for calculating new business/patient opportunities

Planning and Vision

Goal 5 – Institute joint staff and community based educational opportunities

Objective	Action Items
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Expand staff and community exposure

- Identify and construct industry leading home health lessons
- Establish community home health seminars
- Participate in regional and state healthcare conferences
- Require industry leading certification in support of community
- Promote on-site community and staff home health classes

Planning and Vision

Goal 6 – Enhance market presence

Objective	Action Items
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Expand marketing agenda

- Benchmark and differentiate price levels
- Provide industry leading terms and conditions
- Create excellence in personal consultation
- Establish new advertising venues
- Provide special discounts and promotions

Planning and Vision

Goal 7 – Human Resource Strategy

Objective	Action Items
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Training and Development

- Establish a recruiting/sourcing process

- Provide best in class on-boarding
 - Re-define orientation to meet 5-year plan
 - Develop company specific training
 - Build employee engagement
 - Create a talent management process
 - Provide cross-training for office staff
 - Promote staff licensing of all applicable home healthcare certifications
 - Build a management development plan
 - Develop a strategic mentoring program
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