

STRATEGIC PRIORITIES

COMMUNITY

How we drive and measure community transformation

- Improved quality of life for most vulnerable
- High quality collaborations
- Opioid reduction
- Diabetes reduction
- Smoking cessation
- Drive countywide, data-driven, evidenced-based approach
- Countywide wellness/transformation messaging

INTERNAL PROCESSES/OPERATIONS

Internal initiatives and strategies designed to increase our performance and ensure evidenced-based practices.

- Create a positive performance driven culture
- Design thinking
- Transparency and accountability
- Prioritize effective and intentional communication throughout

PEOPLE AND INNOVATION

How we do business to ensure a collaborative, learning culture.

- Leadership development
- All things in collaboration
- Succession management for all projects
- Employee engagement
- Continuous learning and innovation
- Embracing and managing change
- Attract and retain the best

FINANCE

How we use resources effectively, ensure sustainability and access resources for innovation.

- Actively seek and manage grant and foundation funding for innovation
- Actively seek and manage sustainable budget allocation for the work
- Always measure and refine the calculation of ROI through disciplined and innovative use of data and measurement tools

2018 PRIORITIES for each INITIATIVE

AHCL Leadership

- Complete at least 3 book club selections
- Support employee event planning
- Launch mission committee
- Launch provider advisory

CAP

- Laurie training as MCA
- Establish Lunch and Learns
- Establish Vital Signs article
- Host one community leader training
- Host two employee trainings

Capitation

- Launch member kit concept
- Establish SNF partnership
- Home Health process improvement
- Improve QIP performance
- Establish fluoroscopy service
- 4 day PCP visit priority

Community Benefit

- Establish functioning quarterly leader reporting system
- Create e-learning modules about community benefit
- Survey all departments: Is your dept conducting activities/investments that could be counted as community benefit?
- Update CHP
- Plan 2019 update of CHNA

CPAT

- Launch ED protocols
- Launch Live Well with MAT
- Launch pilot with Chinook panel
- Develop data dashboard
- Launch system-wide education/training program

Development

- Conduct organizational fundraising assessment
- Conduct “listening tour” with development board and other stakeholders to develop strategy and build relationships
- Draft/launch fundraising plan
- Coordinate golf tournament

Emerson

- Resolve issues with PHC application
- Finalize use of space
- Staffing
- Launch capital improvement project
- Establish permanent housing component partnership

Employee Wellness

- Launch wellness champions
- Launch “your best year” campaign
- Launch employee Wellness RX
- Host Wellness Event in conjunction with Benefits Fair
- Develop new tobacco, drink and nutrition policies for AHCL
- Begin nutrition labelling in café
- Expand 1:1 nutrition and exercise coaching

Grant Management

- Reestablish system after Business Transformation changes
- Establish monthly leader review
- Write for at least 3 grants

Homeless CoC

- Meet compliance deadlines
- Revise bylaws/policies
- Apply for competitive HUD/ESG funds
- Launch member engagement strategy
- Recruit 6 new agencies using coordinated entry and Clarity systems

Hope Rising

- Host leadership training for board/team
- Define board structure
- Establish non-profit
- Refine scope of work for funding
- Develop effective coordinator role (Kate)
- Launch comprehensive communication strategy
- Innovation Summit—community transformation

Nutrition Services

- Prepare for survey-logs/schedules/systems
- Launch coffee cart
- Launch room service
- New menu
- Huddle every day/Communication board

Live Well Intensive

- Expand to 100 patients by June 2018

Live Well Tracks

- Launch Live Well with Diabetes
- Launch Live Well MAT
- Launch and maintain clinic staff training system

Project Restoration

- Launch purpose curriculum
- Long-term housing solution for 5 clients
- “Bridges out of poverty” programming
- Launch law enforcement action team
- Van/driver for client medical appointments
- Design/implement intern staffing structure

SafeRX

- Host summit
- Recruit 3-4 vistas
- Recruit & onboard coordinator
- Member kit roll out
- Recruit 6 new coalition members
- Meet/exceed grant deadlines

Smoking Cessation

- Increase # of employees enrolled
- Standardize program for 6-8 weeks with entry at any point
- Provide program at HVL and KV clinics
- Coordinate smoking cessation with national campaigns
- Create AHCL smoking cessation app

Restoration House

- 3 respite beds functional with funding/payment structure
- 24 hour staffing structure established
- Handicap access resolved
- Volunteer support system developed and functioning

Queued Projects

Awaiting resources and opportunities

- ACE initiative
- Advanced Directive coalition
- Community Center/YMCA
- Community Health Ambassadors
- Eating disorder support groups/recovery programs
- Leadership Development Program
- LifeFlip
- Nurse Family Partnership-type program
- Senior VIP
- Take 10 Lake County
- Welcome Back Initiative—Jail discharge
- Community wellbeing survey

KEY COMPONENTS OF LEADERSHIP

PEOPLE

How we recruit, retain and invest in the best team

- Impact planning
- Strengthsfinder Focus
- Leadership Development Book Club
- Thank you cards 1X for each team member/1 team card
- Quarterly team social event
- Relational vs. transactional focus
- Personal development goals for all team members

COMMUNICATION

How we ensure positive and effective internal, external AHCL and external community communication to build relationships, support and transparency.

- Weekly team meeting
- Community Wellness web page
- Community Wellness update newsletter
- Community Dashboard
- Hope Rising website, newsletter and social media
- SafeRX website, newsletter and social media
- PR website and newsletter
- Employee Wellness FB group
- Internal vibrant communication board

SYSTEMS/PROCESSES

How we use best practice to drive performance and results.

- 90 day plans for all projects
- Meeting models for all project meetings and 1:1s
- Dashboard maintenance driving data-driving approach
- WWW for ALL meetings
- CAP tools for all projects
- Project management meetings for all projects
- Monthly 1:1s for all team members

GROWTH

How we constantly search for resources and opportunities to expand our effectiveness and reach

- Monthly grant opportunity scan
- Design and maintenance of effective and efficient grant management system
- Always maintain list of queued projects so we have vision for the resources we seek
- Always look for ways to embed funding for projects into existing budgets for work sustainability

GUIDING PRINCIPLES

ACCOUNTABILITY

- Everything must be measurable
- Be open to trying anything, but if something isn't working, drop it.

LEADERSHIP DEVELOPMENT

- Prioritize communication—articulate your vision
- If answer was "no", maybe I didn't ask in the right way
- Prioritize based on emerging opportunities
- Capitalize on easy wins
- Action leads to answers

COLLABORATION

- 80/20 Rule in every meeting
- Do absolutely everything in partnership
- Timely meeting notes and action plans—agendas at least 1 week in advance

TEAMWORK

- Celebrate the success of others
- Always consider how to engage with and include physicians in projects
- Prioritize gratitude in every meeting and through thank you

AH MISSION, VISION and VALUES

Living God's love by inspiring health, wholeness and hope.

Excellence | Respect | Integrity | Compassion

To be the best place to work, the best place to practice medicine and the best place to receive care.

AHCL Community Wellness MISSION

Adventist Health Clear Lake supports Lake County in developing systems, programs and resources to ensure that every individual can choose to eat healthfully, live actively and be empowered to proactively seek health in their own life and to make health-promoting changes in their neighborhoods. We engage in the clinical, social, economic, environmental and other constructs that exist outside our health system to make sure that everyone has the opportunity to achieve their full potential.

POPULATION HEALTH GOAL

Improve the health of Lake County 10% by 2022.

Premature Death | Healthy Behaviors | Quality of Care | Income, Employment & Housing | Quality of Life

See 2018 Strategy Presentation