

Our 2017 Strategies

The Six Strategies Strategy Investment Teams will carry forward

Strengthening Staff Empowerment and Engagement	Solidifying Internal Communication	Enhancing Community Partnerships
<ul style="list-style-type: none"> • Self-care, Just Do It • Scheduling regular QII • Celebrate staff successes • Create more QII and self-care opportunities • Give staff the skills to juggle the multiple tasks required of them • Strategize on maintaining and building relationships • PBS with staff? 	<ul style="list-style-type: none"> • Timely transparency of changes • Consistent information sharing • Weekly communication digest • Need a communication Team (internal/external) • Share client successes 	<ul style="list-style-type: none"> • Enhance community partnerships and feedback loop • MOU's: Formalize relationships • Community Liaison (new position) • Host provider forum • Proactively seek partners, Develop plan • Identify stakeholders, community partners (who, what, when, why, where, how)

Optimizing Client Care		Strengthening Staff Development
Simplifying Access to Services	Formalizing Agency Processes	
<ul style="list-style-type: none"> • Consistent application of level of care • Integrate SUD and mental health • Determine clinician role moving forward • Streamlining the psychiatric intake and med program note • Streamline processes (in access??) 	<ul style="list-style-type: none"> • Extending hours based on needs • Prioritize “honey do” list, identify list • Make filed mentoring a priority • Audit – identify what to start doing, stop doing and do differently • Utilize HIT for identification of providers • Increase utilization of tools we already have, MyRC, Rapper, SharePoint, KHIN • Prioritize job duties for all positions • Develop/document procedures and be able to find them quickly • Simplify internal processes: admission, referral and discharge • Develop consistent processes across locations 	<ul style="list-style-type: none"> • Institute multi-disciplinary staffings, i.e. Zoom • Cross-training/shadowing across programs (attend team meetings) • Development and training in SharePoint • Develop consistent orientation/training plan • Training committee/champions • Cadre of trainers (internal/external) • SharePoint training calendar • Use screening tools – expand across disciplines • Enhancing knowledge of specialty services we offer • Erica • Concrete Avatar training • Timely and quality documentation • Capitalize on internal talent • Build a comprehensive training plan • Keep moving with performance measures