

Strategic Plan 2025-2027

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deterly and implement framings to permote improved efficiation on customer service. Possible and Committee in the Special Committee in the Spec		Sponsor:	Date to Start:	Date Due: Resources Required:	Desired Outcome:	Notes:
Sealest a committee to review feedback creating action plane Amanda 100002	Identify and implement trainings to promote improved education on customer service				Improve morale & confidency; Improve	Inservice Day completed 9/19/2024. To continue plan for next planning period to add addition
Section Species to organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions. Section of Species organization chart to ensure the right people are in the right possitions or provided in communication. Section of Species organization chart to ensure the right people are in the right possitions or provided and provided in communication. Section of Species organization chart to ensure the right people are in the right possitions or provided in communication. Section of Species organization chart to ensure the right possition organization chart to ensure the right people are in the right p	•				Create multifaceted team to thoroughly review key areas to promote improvement in quality,	Patient Focus Groups started 3/2023; Risk committee started 10/2023; Credentialing committee started 10/2023; Committee to review patient surveys to be started 9/2024. Committee not
International publishment of the proposed communication by utiliting multiple platforms for communication for the platforms of the desired platforms for the platforms for communication for the platforms for communication for multiple platforms for the platforms for the platforms for the platforms for communication for the platforms for the platforms for communication for the platforms for the platforms for communication for the platforms for	action of committee to 1916 if received to county detects plane	, midilida	10,2023	102020 Interportor, Organization	Executive team to review key positions to capture company efficiency and promote staff success; effective evaluation process to be	occasioned unitry, and date extended to relieve
mprove communication by utilizing multiple platforms for communication Nysia 5 2023 1 20206 Organization, interiorually Improvement of business practices to improvement of business practices to improvement of business practices to promote accountability at all representations to the constant policy of the company documents possible utilizing policy department and set if including policy department and set including policy department and set in the organization including policy department and set in including policy department and set of the company of the company with a course of the set o	Review organization chart to ensure the right people are in the right positions	Sean	6/2023	10/2024 Time	performance and growth	10/2023 to current company wide communications are presented on multiple platforms for
Sean 10/2023 12/2026 Accountability. Transparency between of husiness practices to promote accountability at all tevels of the company, estate the organization of the company. Sean the company designed and the policy improvement and staff moderning policy and improvement and staff moderning policy are beated managed to the company, staff a special policy are beated managed to the company, staff a special policy are beated managed to the company. Staff a special policy improvement possible utilizing electronic resources. Account all company documents possible utilizing electronic resources. Amandal-Angela 6,0203 12/2005 Improvements possible utilizing electronic resources. Amandal-Angela 6,0203 12/2005 Improvement resources. Amandal-Angela 6,0203 12/2005 I	Improve communication by utilizing multiple platforms for communication	Nykia	5/2023	12/2026 Organization; Intentionality		and Paylocity community board. Efforts to continue for next planning period as desired improvement not obtained per staff feedback.
Soal: Convert all company documents possible utilizing electronic resources. Ananda/Angela 6,2023 12,2025 Convert Employee Handbook to more user friendly format with accurate updated policylprocedures Ananda/Angela 6,2023 12,2025 Convert employee Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylprocedures Nykia Handbook to more user friendly format with accurate updated policylpractices Nykia Handbook to more user friendly format with accurate updated policylpractices Nykia Handbook to more user friendly format with accurate updated policylpractices Nykia Handbook to more user friendly format with accurate updated policylpractices Nykia Handbook to more user friendly format with accurate updated policylpracedures Convert all patent domain to more planning period. Ananda Handbook to more user friendly format with accurate updated policylpracedures Convert all patent domain to more planning period. Ananda Handbook to more user friendly format with accurate updated policylpracedures Convert all patent domain to more planning period. Ananda Handbook to EMR (SMART) Ananda Handbook to EMR	Ensure consistency is demonstrated in all aspects of the business	Sean	10/2023	12/2026 Accountability: Transparency	promote accountability at all levels of the company; ensure policy enforcement is consistent across all departments and staff including policy changes when necessary to best meet the needs of the company, staff &	executive team level with policy improvements identified where necessary; transparency is promoted in communications with staff where possible keeping staff aware of upcoming projects and happenings across the organization including ensuring Flint and Roseville facility are treated equally with activities & opportunities. Improvement demonstrated by approximately 40%, to continue plan for next planning period to add additional
Action Steps: Sponsor: Amanda/Angela Amanda/Ange	Ended obtained to demonstrated in all deposits of the basiness	Coun	10,2020	12/2020 / toodantability, Transparoney	pationic	improvement.
Action Steps: Sponsor: Amanda/Angela Amanda/Ange	Goal: Convert all company documents possible utilizing electronic resources.					
Convert Employee Handbook to more user friendly format with accurate updated policy/procedures Nykis 6/2023 1/2/2025 Time; rupoper Updated information from procedures company policies and pr	Action Steps:	Sponsor:	Date to Start:	Date Due: Resources Required:	Desired Outcome:	Notes:
Donvert employee Handbook to more user friendly format with accurate updated policy/practices Nykia 6/2023 12/2025 12/20	Convert SOP to more user friendly format with accurate updated policy/procedures	Amanda/Angela	6/2023	12/2025 necessary resources	company policies and procedures	period.
Description of the proper files to electronic (Nykia/Amanda 6/2024 1/2/2025 Time; manpower (more to ewing Create efficiencies in patient care & improvement of staff and patient moral provision of the patient care and patient forms that can be to EMR (SMART); Amanda (6/2024 1/2/2025 Time; EMR support (more) of the patient care and patient ca	Convert Employee Handbook to more user friendly format with accurate updated policy/practices	Nykia	6/2023		company policies and procedures	period.
Amanda/Angela 6/2023 12/2025 Time; EMR support morale Sean Sponsor: Date to Start: Date to Start: Date decorate Flint Sean Amanda Sean/Amanda Sean/Ama	Convert employee files to electronic	Nykia/Amanda	6/2024	12/2025 Time; manpower	remote viewing	
Amanda 6,2024 12/2025 Time; manpower remote viewing remote viewing complete (2026). Continued to next planning period remote viewing remote viewing remote viewing remote viewing complete (2026). Continued to next planning period remote viewing view remote viewing remote view view remote viewing remote viewing remote view view view view view view view vie	Convert all patient forms that can be to EMR (SMART);	Amanda/Angela	6/2023	12/2025 Time; EMR support	improvement of staff and patient morale	period.
Sean 6/2023 12/2025 ensure all forms are updated access by necessary employees to next planning period. Soal: Make significant physical plant and equipment/inventory improvements at both facilities. Sponsor: Date to Start: Date Due: Resources Required: Desired Outcome: Notes: Sponsor: Date to Start: Date Due: Resources Required: Desired Outcome: Notes: Sean 9/2024 Vendor; Funding Long-term reduction of risk Completed 12/2024 Sean/Amanda 6/2023 8/2024 Vendor; Funding Improvement of staff & patient morale Improvement of staff morale Reduction of risk Improvement of staff Repatient morale Reduction	Convert all patient charts to EMR (SMART)	Amanda	6/2024		remote viewing	complete /2025. Continued to next planning period.
Action Steps: Sponsor: Date to Start: Date Due: Resources Required: Desired Outcome: Notes: Jobate Roseville parking lot Sean 9/2023 9/2024 Vendor; Funding Long-term reduction of risk Completed 12/2024 Vendor; Funding Improvement of staff & patient morale Improvement of staff & patient morale Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Flooring completed 2/2025; painting & remodeling Improvement of staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient	Move all business documents to the drives for better access by necessary staff	Sean	6/2023			
Action Steps: Sponsor: Date to Start: Date Due: Resources Required: Desired Outcome: Notes: Jobate Roseville parking lot Sean 9/2023 9/2024 Vendor; Funding Long-term reduction of risk Completed 12/2024 Vendor; Funding Improvement of staff & patient morale Improvement of staff & patient morale Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Improvement of staff & patient morale Relocation of risk Completed 8/2024 Flooring completed 2/2025; painting & remodeling Improvement of staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient staff & patient morale Some patient productivity & efficiency Some patient						
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Goal: Explore and implement new programming to expand service delivery. Explore Mobile Clinics Sean/Amanda 10/2024 3/2025 Vendor; Funding Information; Time; Leadership decision to pursue or not pursue this expansion In progress 3/2025 Vendor, Funding Information; Time; Leadership Plan & initiate Mobile Clinics if deemed viable. Sean/Amanda 10/2025 Sean/Amanda 10/2025 Sean/Amanda 10/2025 10/2026 Sean/Amanda 10/2025 Information; Time; Leadership Vendor; Funding; Information; Create and execute planning for program expansion To be started after decision made. Information; Time; Leadership Create and execute planning for program expansion Training on execution completed 2/2025; program	Paint/remodeling & replace flooring Roseville	Sean/Amanda		5/2025 Vendor; Funding	Improvement of staff & patient morale	
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Information; Time; Leadership Create and execute planning for Training on execution completed 2/2025; program	Plan & initiate Mobile Clinics if deemed viable.			Vendor; Funding; Information;	Create and execute planning for	
	Plan & initiate Recovery Incentive Program	Amanda	1/2025	Information; Time; Leadership	Create and execute planning for	