



Strategic Plan 2025-2027

Goal: To create a "How Can I Help" culture						
Action Steps:	Sponsor:	Date to Start:	Date Due:	Resources Required:	Desired Outcome:	Notes:
Identify and implement trainings to promote improved education on customer service	Nykia	10/2022	12/2025	Trainings; Planning	Improve morale & confidence; Improve staff & patient satisfaction	Inservice Day completed 9/19/2024. To continue plan for next planning period to add addition trainings.
Establish a committee to review feedback creating action plans	Amanda	10/2023	10/2025	Manpower; Organization	Create multifaceted team to thoroughly review key areas to promote improvement in quality, compliance & satisfaction	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 established timely, due date extended to 10/2025.
Review organization chart to ensure the right people are in the right positions	Sean	6/2023	10/2024	Time	Executive team to review key positions to capture company efficiency and promote staff success; effective evaluation process to be establish to measure staff performance and growth	Complete 10/2024
Improve communication by utilizing multiple platforms for communication	Nykia	5/2023	12/2026	Organization; Intentionality	Improve communication; improve staff satisfaction; promote transparency	10/2023 to current company wide communications are presented on multiple platforms for communication including email, all-staff meetings and Paylocity community board. Efforts to continue for next planning period as desired improvement not obtained per staff feedback.
Ensure consistency is demonstrated in all aspects of the business	Sean	10/2023	12/2026	Accountability; Transparency	Improvement of business practices to 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 & patients	Inconsistencies have been discussed at the 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 improvement.
Goal: Convert all company documents possible utilizing electronic resources.						
Action Steps:	Sponsor:	Date to Start:	Date Due:	Resources Required:	Desired Outcome:	Notes:
Convert SOP to more user friendly format with accurate updated policy/procedures	Amanda/Angela	6/2023	12/2025	Time; Updated information from necessary resources	Improve understanding and access to company policies and procedures	75% complete 3/2025. Continued to next planning period.
Convert Employee Handbook to more user friendly format with accurate updated policy/practices	Nykia	6/2023	12/2025	Time; Updated information from necessary resources	Improve understanding and access to company policies and procedures	80% complete 3/2025. Continued to next planning period.
Convert employee files to electronic	Nykia/Amanda	6/2024	12/2025	Time; manpower	Create accessibility to charts for remote viewing	25% complete 3/2025. Continued to next planning period.
Convert all patient forms that can be to EMR (SMART);	Amanda/Angela	6/2023	12/2025	Time; EMR support	Create efficiencies in patient care & improvement of staff and patient morale	60% complete 3/2025. Continued to next planning period.
Convert all patient charts to EMR (SMART)	Amanda	6/2024	12/2025	Time; manpower	Create accessibility to charts for remote viewing	Flint 100% complete 8/2024; Roseville 20% complete /2025. Continued to next planning period.
Move all business documents to the drives for better access by necessary staff	Sean	6/2023	12/2025	Time; Leadership support to ensure all forms are updated	Create efficiencies in completion & access by necessary employees	75% of documents moved as of 3/2025. Continued to next planning period.
Goal: Make significant physical plant and equipment/inventory improvements at both facilities.						
Action Steps:	Sponsor:	Date to Start:	Date Due:	Resources Required:	Desired Outcome:	Notes:
Update Roseville parking lot	Sean	9/2023	9/2024	Vendor; Funding	Long-term reduction of risk	Completed 12/2024
Paint & redecorate Flint	Sean/Amanda	6/2023	8/2024	Vendor; Funding	Improvement of staff & patient morale	Completed 8/2024
Discard & replace outdated and/or broken equipment	Sean	3/2023	9/2024	Inventory; Funding	Improvement of staff morale & reduction of risk	Completed 8/2024
Paint/remodeling & replace flooring Roseville	Sean/Amanda	12/2024	5/2025	Vendor; Funding	Improvement of staff & patient morale	Flooring completed 2/2025; painting & remodeling 50% complete 3/2025.
Purchased individual printer/scanner	Sean/Amanda	8/2024	12/2025	Vendor; Funding	Improve staff productivity & efficiency	75% complete 3/2025.
Goal: Explore and implement new programming to expand service delivery.						
Explore Mobile Clinics	Sean/Amanda	10/2024	3/2025	Vendor; Funding	Gain enough information of decision making	Completed 3/2025
Make a decision to expand into Mobile Clinics	Sean/Amanda	3/2025	10/2025	Information; Time; Leadership decision making	Make a decision to pursue or not pursue this expansion	In progress 3/2025
Plan & initiate Mobile Clinics if deemed viable.	Sean/Amanda	10/2025	12/2026	Vendor; Funding; Information; Time; Leadership decision making	Create and execute planning for program expansion	To be started after decision made.
Plan & initiate Recovery Incentive Program	Amanda	1/2025	9/2025	Information; Time; Leadership decision making	Create and execute planning for program expansion	Training on execution completed 2/2025; program development in progress 3/2025.

