

Fiscal Year 2022

# STRATEGIC PLAN



## OUR VISION

Building a healthier, more informed, and inclusive community through innovation and collaboration.

## OUR MISSION

To be a leader in integrated health care, inspiring hope and wellness in partnership with individuals, families, and the community.



### DIVERSITY

Implement a comprehensive approach to increasing inclusion, diversity and equity at HealthWest

- Reduce health disparities
- Promote accessible vaccination for individuals in services
- Improve staff recruitment to fill open positions
- Implement a plan to enhance diversity, equity and inclusion, including:
  - Diverse representation on committees and leadership
  - CQ Cultural Intelligence Training
  - Diversity Walks
- Improve employee morale and reduce staff turnover
  - Staff recognition
  - Community connectedness and wellness
  - Measuring staff morale
  - Social and charitable events
  - Formal complaint resolution processes
  - Psychological First Aid supports



### EXCELLENCE

Position HealthWest for excellence by fully transitioning to a Certified Community Behavioral Health Clinic Model

- Maintain certification as a Certified Community Behavioral Health Clinic
- Maintain a comprehensive data collection and analysis plan for quality improvement of care
- Improve outcomes for children via MYalliance System of Care
- Enhance and strengthen community-based partnerships
- Implement programs and services to fill gaps
  - Independent living/residential and community support alternatives
  - Detox
  - Children's services
  - Crisis stabilization units
- Increase community outreach and engagement efforts
- Implement evidence-based practices, with a focus on:
  - Dialectical Behavior Therapy
  - Motivational Interviewing
  - Zero Suicide
- Focus on integration and coordination of care



### DEVELOPMENT

Develop sustainable and responsive systems for ongoing development, learning and growth

- Increase staff competencies and create additional opportunities for development, including:
  - Up-to-date staff performance evaluations
  - Increased development plans
  - Succession planning
  - Training and support plans for staff and agency leaders
- Increase number of people trained on community-based behavioral health topics
- Offer new opportunities for consumer input and engagement



### INTEGRITY

Demonstrate high integrity in all business operations

- Implement a business plan to adapt to the changing public health environment, which includes:
  - Standard cost allocation
  - Fixed asset system
  - Allocation system to track staff time
- Realign the Quality Assurance Department to meet the needs of HealthWest, including implementation of a comprehensive credentialing and privileging process
- Streamline internal communications
- Complete necessary obligations to obtain and sustain authority status
- Create a plan for building space/locations for HealthWest services