



COOK COUNTY HEALTH & HOSPITALS SYSTEM

Strategic Plan Overview 2017-2019

June, 2016



COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CC+HHS

Strategic Planning Timeline: 2016

- February 26: Strategic Planning Process Begins
- March – May: 22 Presentations on Strategic Topics
- April – May: 4 Community Town Halls, 3 Employee Town Halls
- April – June: Employee Survey
- July 11: Special Board meeting, Draft Strategic Plan Discussion
- July 21: Public Hearing
- July 29: CCHHS Board of Directors Votes on Strategic Plan
- September: Present for approval to Cook County Board of Commissioners

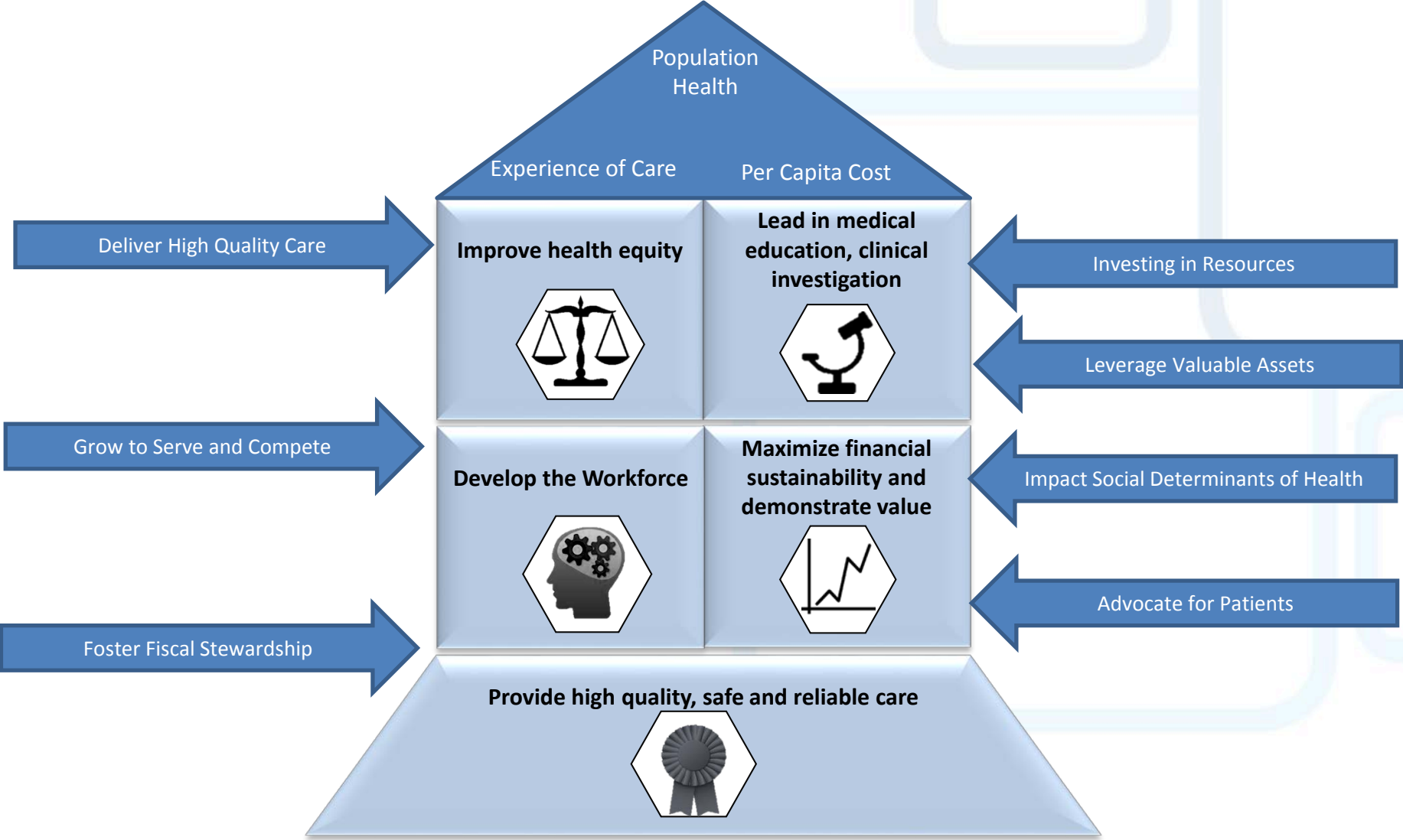


Planning and Budget Timeline Overview: 2016

Activity	February	March	April	May	June	July	August	September	October	November	FY2017
	Initiate	Assess/Design/Feedback			Approvals				Implement and Monitor		
Begin Strategic Planning											
Topical Presentations											
Community and Employee Town Halls											
Employee Survey Run											
Special Board Meeting											
Open for Public Comment/Public Hearing											
CCHHS Board Votes on Strategic Plan											
Reflect Strategic Plan in CCHHS Budget											
Cook County Board of Commissioners Votes on Strategic Plan											
Create Implementation Plan											
Monitoring Against Goals											



Implementing the Principle Objectives



Safe, Timely, Effective, Efficient, Equitable, Patient-Centered Care

Delivering High Quality Care

- Standardize clinical operations, practices and procedures across the enterprise to improve quality, reliability, and efficiency.
- Ensure continued access to care for uninsured patients.
- Improve the availability of and access to health care, especially preventive care, for Cook County residents.
- Ensure a continuum of services and care coordination to ensure continuity of care and meet patient needs at all stages of their lives.
- Develop systems that meet or exceed expectations and enhance the patient experience: amenities, safety, staff interactions.



Delivering High Quality Care

- CCHHS will continue to provide Culturally and Linguistically Appropriate Services (CLAS) through effective, understandable, and respectful care, provided in a manner compatible with cultural health beliefs and practices and preferred language.
- Integrate services with correctional health, with early interventions to prevent arrests and reduce the jail population and by ensuring continuation of care when detainees are released from jail.



Growing to Serve and Compete

- Grow primary care base.
- Retain and grow CountyCare membership through marketing, acquisition and State policy changes on redetermination and jail detainee coverage.
- Capture more CountyCare members as referrals by increasing internal referrals for CCHHS specialty and inpatient care.
- Leverage CountyCare data to determine value-added benefits that address social determinants of health and serve as an incentive to remain in CountyCare.
- Identify existing Centers of Excellence and invest in the development of additional centers based on community need, system expertise and available resources.



Fostering Fiscal Stewardship

- Maximize reimbursements from Managed Care Organizations (MCOs) and private insurance and compete on value, grow membership and influence MCO strategy.
- Optimize CCHHS revenue by balancing the portfolio of funding sources and pursuing various legislative tactics.
- Demonstrate fiscal responsibility with limited resources, by controlling costs and maximizing efficiency.
- Improve provider documentation to support coding and billing to reflect the level of service provided and the complexity of illness of patients cared for.



Fostering Fiscal Stewardship

- Deploy efforts to increase patient safety, documentation and communication to limit financial exposure to litigation claims and minimize information and data security risks.
- Ensure patients and members receive the right care, at the right time in the right place.
- Expand marketing and branding strategy to raise the profile of CCHHS.



Investing in Resources

- Partner with labor and frontline staff to provide a health care experience that is convenient to and respectful of patients.
- Recruit, hire and retain the best employees, who are committed to the CCHHS mission.
- Strengthen CCHHS Workforce.
- Medical education includes assessment of trainees' engagement, safety culture and reporting.
- Systematic assessment of capital equipment, development of multiyear replacement strategy.



Leveraging Valuable Assets

- Implement a unified medical staff practice plan.
- Promote interdisciplinary engagement to address complex medical conditions.
- Exploit relevant sources for monitoring quality, cost, utilization and patient outcomes.
- Utilize CCDPH data and experience to address health inequalities to conceptualize and plan robust interventions to improve population health.
- Evaluate clinical effectiveness and forecast health care needs by specialty with relevant analytics and benchmarking.
- Produce knowledge (using internal and external sources) about how best to provide care to CCHHS patients.



Leveraging Valuable Assets

- Invest in continuous learning and development, including training around domain-specific best practices.
- Demonstrate value of undergraduate and graduate medical education and academic affiliations to the organization by analysis of costs, returns, pipeline to CCHHS workforce and furtherance of organizational mission.



Impacting Social Determinants on Health

- Partner with other organizations to address population health care needs outside of the health care system, including those related to social determinants of health.
- Further develop care coordination services across the continuum of care, addressing social determinants of health wherever possible to improve population health.
- Ensure continued access to care for uninsured patients.
- Assess organizational contributions to disparities.



Advocating for Patients

- Advocate for improved health care for marginalized populations including the uninsured and justice-involved.
- Advocate for behavioral health funding and legislation.
- Advocate for National Health Service Corps (NHSC) Loan Repayment Program eligibility to be expanded.
- Enhance outpatient health centers as community anchors by partnering with community organizations.
- Advocate for influenza vaccine requirement for all health care workers in Illinois.



Advocating for Patients

- Advocate for improvements in identifying and addressing high blood lead levels in children in suburban Cook County.
- Assess effect of CDC grant “Partnerships to Improve Community Health” (PICH) to identify effective public health practices and promote relevant policies.

