



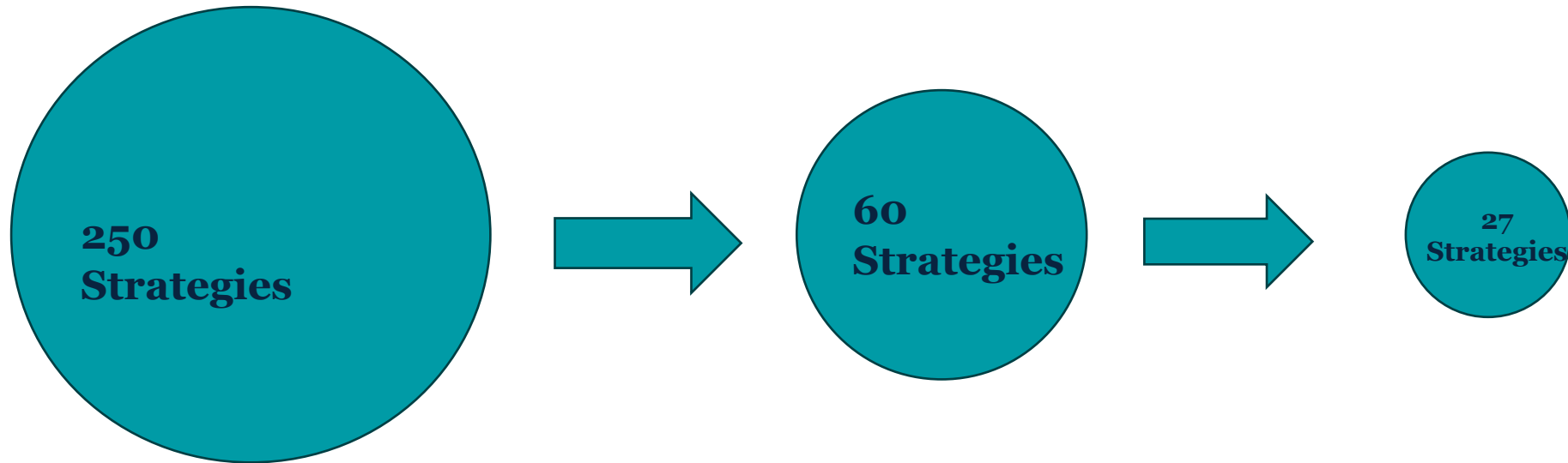
Strategy Planning



COOK COUNTY
HEALTH

Strategy Deployment

- Reduced nearly 250 strategies to 60 in January and further reduced to 27 to drive focus in FY2024



CCH Strategies FY2024

PATIENT SAFETY, CLINICAL EXCELLENCE & QUALITY



- **Continue improvement in quality metrics.** Initiate Leapfrog data submission for Provident; Launch programs to improve Left Without Being Seen (LWBS) in the Emergency Department, surgical site infections and Sepsis; Implement quality dashboards at the department/unit level; Progress in nursing pathway to excellence and Magnet® journey; Expand the National Database of Nursing Quality Indicators (NDNQI®) to Provident and ambulatory nursing; Execute daily Hospital Acquired Conditions compliance programs; Improve efficiency by accelerating throughput. Expedite testing and resulting to facilitate discharges. Provide ongoing clinical documentation education/training.
- **Maintain top quality outcomes for CountyCare members;** Increase quality ratings to 4 stars
- **Invest in grant and research infrastructure** with the goal of building transparent, sustainable and compliant operations within CCH

CCH Strategies FY2024



HEALTH EQUITY, COMMUNITY HEALTH & INTEGRATION

- **Increase access and improve outcomes in targeted areas.**
 - The Change Institute; premature mortality and morbidity; providing timely and universal access to advanced care services; Address gaps in access to behavioral health care; Create more care pathways for justice-involved individuals; improve population health; mitigate social risk factors; Develop and implement birth equity measures and metrics; establish a safe moms maternal/child program
- **Ensure access to healthcare information.** Further expand language access to ensure patients receive healthcare information in the language of their choice; advance mobility programs.
- **Streamline the procurement process;** improve MBE/WBE participation

CCH Strategies FY2024



WORKFORCE: TALENT & TEAMS

- **Increase Talent Acquisition**
 - Job fairs, flexible staffing pool, technology enhancements, hiring process improvements, hiring pipeline projects, employment plan amendment
- **Reduce turnover** through retention programs
- **Advance performance management and learning programs**

CCH Strategies FY2024



HUMAN EXPERIENCE

- **Employee Wellness and Engagement** Improvements
 - Wellness programs, employee engagement scores, Press Ganey micro survey
- **Patient Satisfaction**
 - Patient navigation, nurse communication, Culture Code implementation, HCAHPS measures

CCH Strategies FY2024



FISCAL RESILIENCE

- Further implementation of **revenue cycle turnaround plan**
- **Reduce reliance on agency and overtime**
- Drive **productivity to align with industry benchmarks**
- Streamline **invoice payment processes**

CCH Strategies FY2024



OPTIMIZATION, SYSTEMIZATION & PERFORMANCE IMPROVEMENT

- **Expand value-based care** and contracting. Improve and increase patient empanelment metrics at primary care clinics
- **Modernize infrastructure and equipment** – capital improvements, computer refresh and capital equipment
- **Maximize access** through scheduling, patient portal, virtual care, direct booking, provider/plan alignment, new care delivery models
- **Increase surgical volumes** at Stroger/Provident through process improvements to reduce cancellations

GROWTH, INNOVATION & TRANSFORMATION



- Further develop a **referral network** with hospitals and health centers
- Conduct **long-term programmatic facility planning**, including new ambulatory facility at Provident
- Continue ongoing **expansion of subspecialty service lines**, expand services at Provident
- **Renegotiate and restructure affiliation agreements**
- **CountyCare to evaluate various products** to support members throughout their lifecycle
- **Execute ARPA-funded projects**
- **Develop long-term growth plan for CCDPH**
- **Conduct 1115 Waiver readiness planning**

Thank You 



COOK COUNTY
HEALTH