

# Strategic Plan

ComServ's 2021 – 2024 Strategic Plan is developed with information collected from previous plans, community partners and service provider stakeholders, staff, the people we serve, and their family and caregivers.

The plan provides ComServ with a three year roadmap for supports, services, and organizational development. It is designed so that progress may be measured on a regular basis.

This report provides an assessment of each of the plan's outcomes (goal areas) and action steps. It shows achievements across the board relative to the three-year plan's goal areas and activity priorities within each goal area.

## **Goal I: Medicaid Transformation/Service Delivery**

1. Evaluate and restructure services as Medicaid Transformation dictates.
2. Expand and diversify services to meet demand, Home and Community Services (HCBS) requirements and financial stability of the organization.

## **Goal II: Information and technology**

1. Implement the creation and production of Therap utilization reports in order to detect both under and over utilization of services.
2. Complete transition to fully functional electronic health record (EHR).
3. Implement EHR exchange of information including necessary data platforms Healthcare Information Exchanges (HIE).
4. Transform data collection and billing to evolving value-based payment systems.
5. Evaluate how to utilize and implement Managed Care Organization (MCO) Information and Technology (IT) platforms for Tailored Care Management requirements.
6. Enhance our ability to track clinical quality outcome measures (Data Driven Outcomes (DDO)).
7. Provide a secure, stable, yet flexible IT environment for the company.

## **III. Quality Assurance and Performance Improvement**

1. To incorporate population health programs targeted to improve the health/quality of life of individuals served and meet established health outcomes.
2. Implement process for capturing population health data.
3. Address social determinants of health and appropriateness of care through screening, admissions and Person Centered Planning (PCP) process.

#### **IV. Care Management Agency**

1. Determine if Care Management is a service line to pursue.
2. If so, pursue Care Management Agency Certification through CMS/DHHS in order to provide Tailored Care Management services.

#### **V. Workforce Development**

1. Fill vacant positions through enhanced recruitment processes
2. Develop additional ICF Home Managers positions
3. Transition to new electronic HR and staff training systems
4. Increase supervisory engagement
5. Increase staff retention
6. Increase efficient utilization of PayCom (Position Management Module)