### Our 2017 Strategies

**The Six Strategies Strategy Investment Teams will carry forward**

<table>
<thead>
<tr>
<th>Strengthening Staff Empowerment and Engagement</th>
<th>Solidifying Internal Communication</th>
<th>Enhancing Community Partnerships</th>
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</thead>
<tbody>
<tr>
<td>• Self-care, Just Do It</td>
<td>• Timely transparency of changes</td>
<td>• Enhance community partnerships and feedback loop</td>
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<tr>
<td>• Scheduling regular QII</td>
<td>• Consistent information sharing</td>
<td>• MOU’s: Formalize relationships</td>
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<tr>
<td>• Celebrate staff successes</td>
<td>• Weekly communication digest</td>
<td>• Community Liaison (new position)</td>
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<td>• Create more QII and self-care opportunities</td>
<td>• Need a communication Team (internal/external)</td>
<td>• Host provider forum</td>
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<td>• Give staff the skills to juggle the multiple tasks required of them</td>
<td>• Share client successes</td>
<td>• Proactively seek partners, Develop plan</td>
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<td>• Strategize on maintaining and building relationships</td>
<td></td>
<td>• Identify stakeholders, community partners (who, what, when, why, where, how)</td>
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<td>• PBS with staff?</td>
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### Optimizing Client Care

**Simplifying Access to Services**

- Consistent application of level of care
- Integrate SUD and mental health
- Determine clinician role moving forward
- Streamlining the psychiatric intake and med program note
- Streamline processes (in access??)

**Formalizing Agency Processes**

- Extending hours based on needs
- Prioritize “honey do” list, identify list
- Make filed mentoring a priority
- Audit – identify what to start doing, stop doing and do differently
- Utilize HIT for identification of providers
- Increase utilization of tools we already have, MyRC, Rapper, SharePoint, KHIN
- Prioritize job duties for all positions
- Develop/document procedures and be able to find them quickly
- Simplify internal processes: admission, referral and discharge
- Develop consistent processes across locations

### Strengthening Staff Development

- Institute multi-disciplinary staffings, i.e. Zoom
- Cross-training/shadowing across programs (attend team meetings)
- Development and training in SharePoint
- Develop consistent orientation/training plan
- Training committee/champions
- Cadre of trainers (internal/external)
- SharePoint training calendar
- Use screening tools – expand across disciplines
- Enhancing knowledge of specialty services we offer
- Erica
- Concrete Avatar training
- Timely and quality documentation
- Capitalize on internal talent
- Build a comprehensive training plan
- Keep moving with performance measures