



STRATEGIC PLAN 2010 – 2013

MISSION STATEMENT: ACCESS Family Care is committed to improving the health of the medically underserved of greater southwest Missouri through direct services and collaborative efforts.

VISION: To be the best provider of primary healthcare in our service area by showing **compassion**, creating **access**, demonstrating **respect**, and improving through a high standard of **excellence**.

GOAL A: Increase Excellence: Identify, adopt and deliver best practice standards of care in medical and dental services.

Objective A.1. Achieve or document progress toward the objectives each year of the CHC Health Care Plan, Performance Improvement Plan, MPCA Plan and HRSA Chronic Disease Collaborative measures.

Objective A.2. Achieve excellence in customer service.

GOAL B: Increase Access: Create and sustain best practice patient access to health care.

Objective B.1. Medical provider teams will sustain 20-patient per 8-hour production by 10-01-10

Objective B.2. Monitor and evaluate Incentive Compensation Program (ICP).

Objective B.3. Recruit and retain the best healthcare providers and support staff who fit the ideal ACCESS employee profile

Objective B.4. Increase efficiency and capacity by expanding facilities in Joplin and Cassville by 09-30-2012 and 08/15/2013 for an in-house pharmacy.

Objective B.5. Increase capacity and access by expanding clinic services into Barton and Lawrence and Newton Counties of Missouri and Delaware County of Oklahoma through additional HRSA grant funding.

Objective B.6. Open Access Patient Scheduling for Family Practice

Objective B.7. Oral Health Model Revamp

Objective B.9. Increase Women's Health and Prenatal Service in McDonald County

GOAL C: Increase Customer Service: ACCESS's administrative services will serve and support employees.

Objective C.1. Establish an administrative "owner" for every process.

Objective C.2. Create a provider Boot Camp orientation

GOAL D: Increase the visibility and community understanding of ACCESS within the service area.

Objective D.1. Hold quarterly legislative functions by .

Objective D.2. Educate the healthcare community

Objective D.3. Develop and implement a public relations plan.