

MDCH Strategic Plan 2009-2011



MDCH Mission

MDCH will protect, preserve, and promote the health and safety of the people of Michigan with particular attention to providing for the needs of vulnerable and under-served populations

MDCH Vision

Michigan will be a safe and healthy state where all people realize their fullest health potential and live enriched and productive lives

MDCH Values

- Excellence:** means that we are not just about getting it done, but getting the work done in a way that we are proud of and that our citizens are impressed with
- Team Work:** means focusing on what we can do together, sharing information, resources and energy to achieve our vision for Michigan
- Inclusion:** means we reach out to everyone in our society and every employee of state government to be represented and involved in the important decisions that affect their lives
- Integrity:** is about honesty and so much more. It means "we say what we will do" and "we do what we say"
- Compassion:** means we seek to understand the needs of our customers and we have the drive to help improve quality of life

MDCH Goals

1. Develop and pursue a legislative policy which advocates for and protects the health of Michigan's citizens
2. Design and implement a service delivery system across the entire spectrum of services that supports to Michigan's citizens that is accessible, efficient, and innovative
 - The entire spectrum of services and supports includes those that are preventative, restorative, habilitative, and that mitigate the effects of disabilities
 - Services and supports are accessible and foster or preserve:
 - o Self-determination, choice, personal responsibility and independence
 - o Economic independence and productivity
 - o Community membership
 - o Safe and healthy environment
3. Protect and improve the health outcomes of the people of Michigan
4. Achieve quality improvement through meaningful accountability
5. Promote excellence and accountability in the design and administration of the Department of Community Health

Strategic Objectives

Health Care	Prevention and Treatment	Education/Awareness	Protection of Citizens	Workforce
Increase Access to Health Care and Continue to Make Improvements to the Health Care Delivery System	Continue to Develop and Market Programs that Focus on Prevention and Treatment	Increase Education and Awareness Efforts on Health Care Services	Continue to Develop, Maintain and Enhance our Ability to Protect Citizens of Michigan	Support a High Performance Workforce
<ul style="list-style-type: none"> • Design and implement an integrated service delivery and financing system for Medicaid long term care beneficiaries • Improve access to Medicaid services • Develop and implement strategies to provide access to dental services for Medicaid and other low income adults • Enhance minority health/disparity reduction efforts both in PHA programs and across DCH with these efforts, including appropriate focus on the social determinates of health • Reduce the number of uninsured in the state • Continue rebalancing the long term care system by reducing the number of nursing home days financed by Medicaid and increasing the number of home-based care days • Re-procure health plan system using a quality based scoring paradigm • Successfully develop, test and implement the CHAMPS system • Provide a medical home for children in the foster care system by enrolling them in the Medicaid health plan system • Modify the nursing home payment methodology to reward quality • Re-procure pharmacy benefit manager and multi-state purchasing pool contract • Promote the Michigan Health Information Network (MiHIN) to provide health information exchange capabilities throughout the entire state • Implement a long term care case mix reimbursement system for both nursing homes and the MiChoice program • Re-procure third party liability vendor • Expand access to health care by increasing the availability of primary care by expanding Federal Qualified Health Centers and FQCH look-alikes, and supporting other primary care providers, such as free clinics and rural health centers • Use block grant funding to pilot mental health and primary care integration initiatives in selected community mental health services programs • Review and modify OSA Minimum Standards and Care Management protocols to support the availability of flexible service options in the Michigan aging network • Ensure that caregivers throughout the state have access to all National Family Caregiver Support Program (NFCSP) services • Assure increased access to insurance for contraception services by promoting Plan FIRST! enrollment • Address health professional shortages by implementing strategies to increase the number of professionals either through educational programs or by identifying and implementing scope of practice and issues that could mitigate workforce shortages • Promote a cost-effective alignment of healthcare resources and community need by appropriately regulating the availability of healthcare facilities and services through the Certificate of Need program • Reduce barriers to entering the healthcare workforce by reducing the length of time required to complete the licensure or registration process • Assure the appropriate care for high risk pregnant women and infants by promoting implementation of the Michigan Perinatal Care Guidelines • Expand Healthy Kids dental program statewide • Implement viable federal health care reform policies to improve the quality, affordability, and access of health care 	<ul style="list-style-type: none"> • Establish a recovery oriented system of care • Identify Core elements of Person Centered Planning • Improving the quality of care through positive interventions and promoting a culture of gentleness • Establish a department-supported statewide Anti-Stigma Steering Committee • Reestablished a state facilities workgroup to help design and implement a strategic plan to identify future plans for state facilities • Service system based on recovery for adults with mental illness • Assure maximum consumer choice and control through improved person-centered planning and opportunities for self-direction • Support the development of a system of care for children (birth to 18) with serious emotional disturbance and their families and a system of services and supports for children with developmental disabilities and their families • Reduce underage drinking • Integrated treatment for persons with mental health and substance use disorders • Increase access to fruits and vegetables for low income families by implementing the new WIC food package • Collaborate with DOC; with DHS on the Child Welfare Initiative and be engaged with the State Court Administrative Office (SCAO) on development of mental health court pilots • Implementation of Home and Community Based Services • Development of a program for the peer mentors for a person with developmental disabilities as participants in the mental health systems programs • Actively support the implementation of the Primary Care Initiative • Get the Michigan bio-bank for newborn screening blood spots operationalize • Work to strengthen the Local Public Health system including capacity to prevent and control chronic disease • Support and develop an Oral Health Program that includes varnish and sealants for all children • Make real, well-executed Self-Determination for people with developmental disabilities available everywhere in Michigan • Develop strategic plan for expansion of Senior Project FRESH • Reduce prescription and over-the-counter drug abuse • Eliminate vaccine-preventable diseases through innovative programming and technology • Promote health and wellness for children by facilitating the development of a cross-departmental set of priorities for development of an early childhood system of care • Prioritize efforts to reduce infant mortality, particularly focusing on the much higher death rate for African American infants, by supporting the plan to reduce unintended pregnancy 	<ul style="list-style-type: none"> • Improve the quality of healthcare by supporting increased public reporting on medical safety • Expand, embed and integrate wellness programs into the aging network • Develop training and outreach materials to support implementation of a Person-Centered Thinking approach, inclusive of culture change, within the aging network • Educate consumers, partners and private entities about housing for older adults and persons with disabilities • Ensure that older adults have access to federal, state and local information and resources to assist them during the current economic crisis • Continue public education activities in the areas of unintended pregnancy prevention, lead testing, teen pregnancy prevention, oral health and hearing and vision screening • Create a culture of preparedness in K-12 schools by distribution of the Michigan School Preparedness and Response Education Curriculum • Effectively communicate health messaging through department websites, publications and marketing efforts 	<ul style="list-style-type: none"> • Work for passage of ORR's proposed April 2006 Mental Health Code Amendments • Conduct comprehensive rights assessment of rights offices located in local hospitals • Establish a performance improvement process within the state's rights system which identify and resolve the causes that underlie rights events and, develop a process to reduce the probability of such an event in the future • In a joint effort, ORR and the Bureau of Hospital, Center and Forensic Mental Health Services, develop processes to reduce or eliminate the use of seclusion, restraint, or physical management • Support the work of AAAs in developing and coordinating local coalitions to manage transportation resources for older adults and people with disabilities • Enhance the health, safety and welfare of the public through improved reporting of complaints against health professionals by increasing public awareness of the role of the health profession boards • Implementation of a statewide trauma system • Assure continued recruitment of multi-disciplinary emergency response volunteers with enhanced utilization/implementation of the Michigan Volunteer Registry • Reduce healthcare-associated infections (HAI) through enhanced surveillance using the CDC's National Health and Safety Network and establishing an HAI prevention advisory committee • Enhance the quality and safety of our nursing homes by improving response time to nursing home resident complaints, working with CMS to initiate surveys for new facilities and, investigating the viability of implementing the CMS QIS Program 	<ul style="list-style-type: none"> • Develop new and creative approaches to managing a diverse workforce • Aggressively pursue the enhancement of state and local IT capabilities wherever possible • Develop and distribute financial status reports on a regular basis, to better serve programs within the department • Continue evaluating internal controls through the biennial internal control evaluation and seek improvements through an internal controls monitoring process • To help prevent sub-recipient monitoring audit findings, the Operations Administration will work with management to mandate use of the assessment tool and monitoring activities by all areas providing Federal awards to sub-recipients • Expand the use of the MI E-Grants Initiative to manage the grants application process • Move all manual grant processes to the electronic grant environment • Develop a formal strategic workforce/succession plan for DCH, identifying strategies and actions to ensure preservation of DCH expertise • Ensure timely recognition of employee services and accomplishments • Continually assess training needs and provide opportunities for staff development • Through the DCH Diversity Workgroup, offer opportunities that will enhance our appreciation of our differences, as well as increase our cultural competence as an organization • Develop a plan to monitor and promote a safe work environment for employees of DCH • Efficiently manage the Real Estate portfolio for DCH, and all space needs of DCH staff • Develop a comprehensive plan that ensures Equal Employment Opportunity