



Mora Valley Community Health Services, Inc.

2017/2018 Strategic Plan

MISSION STATEMENT:

The mission of Mora Valley Community Health Services, Inc. (MVCHS) is to deliver excellent primary care and other services to Mora residents.

VISION STATEMENT:

MVCHS envisions a healthy community, whose residents access MVCHS' resources.

SWOT Analysis:

<p>Strengths - Internal:</p> <ol style="list-style-type: none"> 1. Quality Care 2. Patient Satisfaction 3. Affordability 4. Staff/Providers 5. Reputation 6. Continued Stability 7. Overarching Services 8. Enhanced Collection Rates 9. Resource Allocation Management 	<p>Weaknesses-Internal:</p> <ol style="list-style-type: none"> 1. Retention of Providers 2. Communication 3. Clinical Space 4. School Based Health Center (SBHC) and Mora Independent School District (MISD) Operational Issues 5. Succession Planning
<p>Opportunities – External</p> <ol style="list-style-type: none"> 1. Growth (New and Expanded Programs) 2. School Based Health Center (SBHC) 3. Enhanced Electronic Health Records 4. Use of Mora Property 5. Suboxone Treatment Program 6. Earn and Maintain Accreditation Association for Ambulatory Health Care (AAAHC) Status 	<p>Threats – External</p> <ol style="list-style-type: none"> 1. Loss of Funding 2. Loss of Providers 3. Loss Patients and/or Encounters 4. Other Providers 5. Environmental Risks 6. Health Percentage Shortage Area (HPSA) Score Decrease 7. Loss of Federal Torts Claim Act (FTCA) Coverage

Goal #1: Sustain Operations and Expand Services

- Apply for New Grant Opportunities
- Increase Reserves to \$1M
- Increase Patient Encounters
- Increase Patient Base at School Based Health Center (SBHC)

Goal #2: Enhance Training

- Monthly Training
- Enhance Use of MVCHS' Intranet
- Enhance New Hire Orientation
- Enhance Emergency Operations Plan (EOP) Training
- Enhance Risk Management Training
- eClinical Works (eCW) Super User Training
- Enhance Policy and Procedures Training
- Enhance Board Training

Goal #3: Policies and Procedures

- Update Personnel Handbook
- Establish a Fiscal Policies and Procedures Manual
- Establish a Caridad de San Antonio Agency Policies and Procedures Manual
- Enhance Emergency Operations Policies and Procedures
- Enhance Policy and Procedures Training
- Acknowledgement of Receipt and Understanding of Policies and Procedures Via Intranet Application
- Enhance Governance Policies and Procedures

Goal #4: Recruitment/Retention

- Providers
 - Establish a Retirement Plan
 - New Mexico Health Resources (NMHR) Salary Survey Match; Maintain at Midpoint
- Staff
 - Establish a Retirement Plan
 - Match Employee Compensation to Similar Sized Federally Qualified Health Centers (FQHC's)
 - Enhance Opportunities for Employees
 - Provide Continuing Education, Training, and Educational Assistance Opportunities to Increase Knowledge and Skills
- Board of Directors
 - Provide Continuing Education and Training to Increase Knowledge and Skills
 - Active Recruitment