UTAH DEPARTMENT OF HEALTH

Strategic Plan 2013-2016

Our Values

These values serve as a guide to our actions and our decision-making. We will hold ourselves accountable to these values as we work to achieve our mission and vision.

Collaboration — We engage each other, our partners, and the people of Utah in decision-making, planning, and integrated effort.

Effective — We are efficient and timely in making decisions and taking actions. We do the right things well in order to produce the greatest health benefit and the greatest return on the public investment.

Evidence-based — We use science and current, accurate data to guide our priorities and enhance the value of our actions.

Innovation — We foster creativity to meet challenges and continually identify opportunities for improvement.

Integrity — We are honest and straightforward with each other, our partners, and the people of Utah. We embrace high standards of ethical conduct, responsiveness, and quality performance.

Respect — We honor and appreciate each other, our partners, and the people of Utah.

Service — We strive to provide health programs that benefit the people of Utah and are consistent with their values and diversity. We seek to exceed internal and external customer expectations.

Transparency — We operate with open communication and processes.

Trustworthy — We are ethical, competent, and effective stewards of the public interest, public confidence, and public funds.

Our Strategic Goals

Healthiest People...

The people of Utah will be the healthiest in the country.

Health in Health Reform...

Utah health reform will focus on cost-effectively improving the health of all the people of Utah.

Transform Medicaid...

Utah Medicaid will be a respected innovator in employing health care delivery and payment reforms that improve the health of Medicaid clients and keep expenditure growth at a sustainable level.

A Great Organization...

The Utah Department of Health will be recognized as a leader in government and public health for its excellent performance. The organization will attract, retain, and value the best employees to serve the health needs of the State.

Healthiest People

Strategy:

Engage public health partners, stakeholders, and the people of Utah to improve our shared understanding of what makes us healthy and to identify statewide priorities for health improvement.

- Identify a set health measures to evaluate the health of Utahns compared with residents of other states.
- Engage partners and stakeholders to prioritize actions to improve health in Utah.
- Produce regular reports on progress toward this goal.

Strategy:

Promote environments (physical, policy, cultural) that facilitate healthy behaviors, focusing especially on active living and healthy eating, to address the obesity epidemic and associated health outcomes.

- Increase capacity to implement health policy and environmental change.
- Profile of the *Health of Utah's Community Environments*.

Strategy:

Focus on the health of women, infants, and young children to assure that Utah children have a healthy start to life.

- Increase awareness of factors causing premature birth and infant mortality, and promote healthy lifestyles that contribute to optimal pregnancy outcomes.
- Improve health before conception.
- Improve use of early prenatal care and quality neonatal care.

Health in Health Reform

Strategy:

Infuse prevention and a focus on improving health into the public policy discussion of health reform in Utah.

- Establish processes to consider the health impact in policies affecting the people of Utah.
- Develop a prevention and health reform toolbox for business leaders, policy makers, and health care professionals.

Strategy:

Assure that the delivery of prevention services is a central theme of health reform efforts.

- Develop an educational campaign to improve knowledge and use of prevention and wellness services offered through health insurance policies.
- Improve the use of evidence-based clinical prevention services, including among Medicaid recipients.
- Address disparities in access and use of prevention services.

Strategy:

Use high-quality data to guide individual health decisions and the development of health care and public health policy.

- Improve use of data, including the All Payer Claims Database, to guide health policy and priorities.
- Improve health data security.
- Use data from clinical data systems to monitor health status, behaviors, and care.

Transform Medicaid

Strategy:

Implement the Utah Medicaid Accountable Care Organization (ACO) model.

- Implement accountable care model along the Wasatch Front (completed).
- Improve measurement of quality of care in accountable care models.
- Growth rate in per member/per month ACO costs should be equal to or lower than the growth rate of state revenue.

Strategy:

Promote health management for Medicaid clients.

- Improve use of breast cancer screening and tobacco cessation services for Medicaid enrollees.
- Improve disease management of diabetes, asthma, and other chronic conditions for Medicaid enrollees.

Strategy:

Establish new, and expand existing, quality standards to improve health outcomes for Medicaid clients.

- Utilize All Payer Claims Database to evaluate quality and value of care for Medicaid enrollees.
- Assure state-of-the-art measures are used to evaluate care provided to Medicaid enrollees both inside and outside of the ACOs.

A Great Organization

Strategy:

Improve organizational performance, both to provide greater value to the people of Utah, and to create a great place for people to work.

- Establish agency and program capacity for performance improvement.
- Improve productivity in programs targeted for the Governor's SUCCESS initiative.
- Implement performance measurement across the Department.

Strategy:

Demonstrate the highest level of performance, accountability, and value delivery for the State of Utah.

- Improve the efficiency and transparency of business processes by using the SharePoint environment.
- Communicate regularly with stakeholders on Department performance improvement efforts.

Strategy:

Ensure a supportive work environment—value our employees, invest in employee development, and encourage and support organizational learning.

- Build staff competencies and facilitate learning across the Department.
- Improve communication processes across the Department.
- Develop an effective employee recognition program.
- Support a healthy workforce and a healthful work environment.

Strategy:

Improve trust and collaboration with partners, including Local Health Departments, other State agencies, and community partners.

- Ensure an effective statewide health-improvement planning process.
- Pursue public health accreditation.
- Improve partner and stakeholder relations.