

## Siletz Community Health Clinic Strategic Plan (2024-2027)

The **Siletz Community Health Clinic (SCHC)** strategic plan goals focuses on short-, mid- and long-term goals for the next 3 years.

The SCHC initiated the process to develop a three-year strategic plan to define its strategy and make decisions on allocating resources to pursue this strategy. The overarching purpose of the plan is to continue providing high-quality services to not only the Tribal community, but the general public as SCHC is fortunate to be able to extend its services outside of the Tribal community.

Goals	Objectives
<p><b>Goal 1:</b> <i>Siletz Community Health Clinic will enhance and strengthen the workforce.</i></p>	<p><b>1.1 Objective:</b> Improve recruitment and retention by reducing the number of open positions to fewer than 5 and reducing turnover to target percentage.</p> <p><b>1.2 Objective:</b> Strengthen a formal and consistent Clinic onboarding process with implementation target date.</p> <p><b>1.3 Objective:</b> Implement training programs to support ongoing education, proficiency, and competency in each of the following areas within one year: Registration, nursing and medical care, medical and dental assistants, revenue cycle management, PRC, electronic health records, and pharmacy.</p>
<p><b>Goal 2:</b> <i>Siletz Community Health Clinic will create ongoing mechanisms for making data-driven decisions.</i></p>	<p><b>2.1 Objective:</b> Recruit a dedicated health clinic specific information technology professional.</p> <p><b>2.2 Objective:</b> Create a multi-disciplinary team to identify systems and electronic health record support needs.</p> <p><b>2.3 Objective:</b> Implement new information technology and health record infrastructure, including standard reporting.</p>
<p><b>Goal 3:</b> <i>Siletz Community Health Clinic will lead the way in providing person-centered health care.</i></p>	<p><b>3.1 Objective:</b> Define what person - centered health care means for the Siletz Clinic.</p> <p><b>3.2 Objective:</b> Define, change, and update the roles and responsibilities of Front Desk Ambassadors/Receptionists. <i>(See goal 6 for infrastructure change)</i></p>
<p><b>Goal 4:</b> <i>Siletz Community Health Clinic will expand upon public health functions, programs and services to develop a comprehensive Public Health Department.</i></p>	<p><b>4.1 Objective:</b> Build identified space and infrastructure for Public Health Department.</p> <p><b>4.2 Objective:</b> Develop a comprehensive structure to address public health of the community.</p> <p><b>4.3 Objective:</b> Establish robust data collection and reporting mechanisms.</p> <p><b>4.4 Objective:</b> Continue participation in the State of Oregon 9 Tribe consortium on selected public health initiatives including emergency response, infectious diseases, and environmental health.</p> <p><b>4.5 Objective:</b> Support collaboration between clinical and public health services.</p> <p><b>4.6 Objective:</b> Continue and strengthen partnerships with the local community, State, Federal, and Tribal partners to ensure access to the best possible resources, services, and business practices.</p>

	<p><b>4.7 Objective:</b> Use data to inform and create public health policies: laws, regulations, actions, and decisions implemented in order to promote wellness and ensure that specific health goals are met.</p>
<p><b>Goal 5:</b> <i>Siletz Community Health Clinic will continue to implement financial and operational management principles to maximize efficiency and maintain an independent, sustainable status.</i></p>	<p><b>5.1 Objective:</b> Internally create and maintain the following annual budgets for approval of Tribal Council: Master Budget (revenue vs expenditures), IHS budget, third party revenue, grants, PRC, pharmacy.</p> <p><b>5.2 Objective:</b> Empower each department and program manager to oversee their budget.</p> <p><b>5.3 Objective:</b> The revenue cycle management team will achieve and maintain a denied claim rate of no greater than 10%.</p> <p><b>5.4 Objective:</b> Monitor PRC for adherence to guidelines.</p> <p>Objective 5.6: Establish and track provider productivity baselines.</p> <p><b>5.5 Objective:</b> Develop and distribute Key Performance Indicators to provide guidance and support to the organization across all departments and revenue streams.</p>
<p><b>Goal 6:</b> <i>Siletz Community Health Clinic will continuously invest in infrastructure and operations to meet staff and community needs.</i></p>	<p><b>6.1 Objective:</b> Prioritize needed internet and phone system research and upgrades.</p> <p><b>6.2 Objective:</b> Identify additional storage and move supplies as appropriate.</p> <p><b>6.3 Objective:</b> Evaluate and address phone system and issues.</p> <p><b>6.4 Objective:</b> Evaluate and reconfigure front desk/registration area.</p> <p><b>6.5 Objective:</b> Evaluate and implement strategies to mitigate brown-outs/electrical grid issues.</p>
<p><b>Goal 7:</b> <i>Siletz Community Health Clinic will provide culturally-centered services.</i></p>	<p><b>7.1 Objective:</b> Seek input from the community about cultural needs and practices.</p> <p><b>7.2 Objective:</b> Ensure clinic staff are empowered to provide culturally responsive care.</p> <p><b>7.3 Objective:</b> Train clinicians on integrating culturally relevant care components and provide access to cultural materials and supplies.</p>