

**COMMUNITY HEALTH CENTERS OF  
BENTON AND LINN COUNTIES  
2008-09 STRATEGIC PLAN  
*Approved: September 22, 2008***

**MISSION STATEMENT**

**Community Health Centers of Benton and Linn Counties (CHC of BLC) provide a medical home that promotes and supports health and wellness.**

*We accomplish this by;*

- Bringing together medical, dental, mental health, and addiction services
- Offering care that is inclusive and available to anyone regardless of insurance status, economic status, language, age or health status
- Providing services at clinic locations in Benton and Linn Counties
- Working together with patients/consumers/clients to have them involved in decisions and actions to improve their health
- Coordinating community partnerships to provide a broader range of services than can be offered by the health center alone
- Intentionally committing to being a leader in changing health care delivery by modeling an integrated health home that provides access to quality care

**CRITICAL INITIATIVES**

**1. Financial Viability**

**GOAL: CHC of BLC will have at least 10 days of operating reserves.**

*By December 31, 2009:*

**Objective 1:** Increase the Medicaid payer mix to 26%.

**Objective 2:** Increase net operating revenue (non-grant) by 43%.

**Objective 3:** Complete due diligence to inform a recommendation regarding the long-term corporate home for the health center.

**Objective 4:** After adjusting for inflation, reduce cost by \$10 per encounter relative to 2007-08 cost.

**2. Community Niche**

**GOAL: CHC of BLC will be recognized as an integral partner in the community's health care system by being available to all patients, with special expertise in outreach and services designed to improve access and outcomes for vulnerable populations.**

*By December 31, 2009:*

**Objective 1:** Continue outreach strategies to increase the number of children and migrant & seasonal farmworkers by 10% for each target population.

**Objective 2:** Increase the number of people actively receiving both mental health and/or addiction and primary care services.

**Objective 3:** Provide a medical home to 2,800 patients at the East Linn Health Center.

**Objective 4:** Clearly define a referral relationship between CHC of BLC, Samaritan Health System and Corvallis Clinic that demonstrates mutual benefit.

**Objective 5:** Define a relationship with Western University and Samaritan Health System regarding Residency and Medical Student training at CHC of BLC.

### 3. Scope of Services

**GOAL: CHC of BLC will provide high quality efficient care that incorporates best practices in care delivery, disease management, and prevention.**

*By December 31, 2009:*

- Objective 1:** Increase the number of people served for preventive and urgent dental services.
- Objective 2:** Demonstrate an increase in targeted immunization rates for children and adults.
- Objective 3:** Demonstrate improved outcomes in required reporting indicators for diabetes, hypertension, and cervical cancer screening.
- Objective 4:** Identify and implement at least one risk assessment screening process for each lifecycle.
- Objective 5:** Implement at least three components of the Care Team model.
- Objective 6:** Using the 4-Quadrant model of integrated services; demonstrate effective care coordination for individuals identified as “High Behavioral Health/High Physical Health” (Quadrant 4) and “High Behavioral Health/Low Physical Health” (Quadrant 2).

### 4. Board

**GOAL: CHC of BLC will demonstrate active and effective Board governance.**

*By December 31, 2009:*

- Objective 1:** Complete at least three Board training activities.
- Objective 2:** Implement Board Governance policies and procedures.
- Objective 3:** Define a Board member recruitment process.
- Objective 4:** Develop and implement at least two Board activities that demonstrate engagement and advocacy with the community and target populations.
- Objective 5:** Define a planning process that assesses the adequacy of existing facilities.