



2016-2019 Strategic Plan



The mission of Chapa-De Indian Health is to advance the health and well-being of American Indians and low income individuals living in our communities by providing convenient access to high quality, compassionate care.

Values and Philosophy: We are dedicated to providing high-quality care regardless of a patient's financial situation or ethnicity. Our passion is to care for American Indian and Alaska Native people as well as low-income individuals and families.

At Chapa-De, we have a healthcare model that is both patient-centered and integrated. This means the patient is the central focus of our services and processes, and they receive care from a highly skilled team of healthcare professionals.

STRATEGIES

STRATEGY I – Provide the best care possible for community members seeking our help.

1. We will continually innovate, improve and be accountable for the quality of care we provide.
2. We will develop a system where healthcare decisions are evidence-based and incorporate the needs and values of our patients and community.
3. We will develop and expand services and care models to improve the care of our most vulnerable patients.
4. We will embed clinical quality measures in the daily care we provide.
5. We will ensure safe integration of services that provide patients the right care, the right provider at the right time.

American Indian Advocacy and Commitment

- We will advocate for federal and state system changes that support health equity for Indian people
- We recognize that the mind and the spirit affect the body and we will maintain programs that address the needs of our American Indian/Alaskan Native community in a holistic manner
- We will ensure a culturally competent and supportive workplace

Passionate People. Compassionate Care.

Our Healthcare Environment

While drafting this plan we recognized:

- The Affordable Care Act ushers in significant change for the healthcare delivery system, and boosts focus on enhanced patient care, smarter spending and healthier communities
- Robust, comprehensive and capable primary care systems are the foundation of an improved healthcare delivery system
- Current demonstration projects suggest future shifts in reimbursement away from episodic care to value-based quality outcomes
- As healthcare reform evolves, we must engage rigorous continuous improvement and practice renewal to ensure we are meeting the needs of our patients

STRATEGY II – Ensure Chapa-De’s IT infrastructure and systems are high-functioning tools that support and measure the delivery of high-quality care.

1. We will use information and data systems that will allow us to set meaningful outcomes to measure if and how we are making a positive difference in the health of our patients
2. We will invest in IT systems that increase efficiency and inform business decisions

STRATEGY III – Raise visibility and support for our organization and those we serve.

1. We will actively promote and inform the community about available services at Chapa-De with a specific focus on wellness and prevention.
2. We will engage with our patients and our communities to understand their needs.
3. We will work within our communities to expand partnerships that support patient needs.

STRATEGY IV – Ensure developments in payment reform are monitored and understood within our organization.

1. We will stay abreast of California’s FQHC APM Demonstration Project
2. We will improve both infrastructure and processes needed to make data-driven decisions.
3. We will invest in care models that support high functioning teams that demonstrate quality outcomes.

4. We will invest in systems that respond to changing reimbursement models and enhance quality care.
5. We will invest in facilities and services to meet the needs of our communities.

STRATEGY V – Ensure Chapa-De staff have the training and resources they need to provide care they can be proud of

1. We will ensure open communication within the organization to encourage innovation and continued improvement.
2. We will demonstrate our appreciation for employees’ performance and contributions.
3. We will invest in employee development and education to improve quality and enrich our employee’s work experience.
4. We will provide a fulfilling work environment where all staff can perform at their highest levels.

