

Grace Harbour, Inc.
Strategic Plan 2017

FOCUS	GOALS	PRIORITIES	PERSON(S) RESPONSIBLE	TARGET DATE(S)
Expectations of Persons Served	Achieve a minimum of a 90% client satisfaction rate.	X	Dr. Megan Boyd	12-31-2017
Expectations of other Stakeholders	Achieve a minimum of a 90% stakeholder satisfaction rate.	X	Dr. Megan Boyd	12-31-2017
The competitive environment	Recruit and retain fully licensed clinicians who have at least 3 or more years post-licensure experience.		John Wilson	10-01-2017
	Expand evidence based programs to Core Services.	X	Kevin Freeman	07-01-2017
Financial Opportunities	Credential applicable (3 or more years post-licensure) clinicians on private insurance panels.	X	John Wilson	12-31-2017
	Increase revenues by at least 5% over FY 17	X	Mark Peterson	12-31-2017
Financial Threats	Successfully comply with all DBHDD fidelity and performance requirements and site visits.	X	John Wilson and Dr. Megan Boyd	12-31-2017
Organization's Capabilities	Leadership will update succession planning plans and worksheets for key positions in administration, finance, and service delivery.	X	Dr. Kevin Freeman	06-01-2017
Service Area Needs	Expand Evidence Based Programming to at least 2	X	Dr. Kevin Freeman	07-01-2017

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	additional counties/regions within Georgia.			
Demographic of the service area	Leadership will work with Wellcare and Amerigroup to assess demographic of the service area and develop priorities to meet the needs of integrative healthcare (physical health and behavioral health) initiatives.	X	Dr. Kevin Freeman	03-01-2017
Organization's relationships with external stakeholders	Meet monthly with referral sources/ primary stakeholders, provide client status updates if applicable. Human Resources will develop a new relationship with an educational institution graduating masters degree students in counseling, social work, and/or marriage and family therapists.		Dr. Megan Boyd Judy Karnap	(Ongoing) 12-31-2017 09-01-2017
The regulatory environment	Maintain an external audit score of a B or better (85% or better) on all state licensure/Medicaid audits.	X	Dr. Megan Boyd	12-31-2017
The legislative environment	Successfully comply with all HFRD rules and regulations and site inspections. Leadership will assess impact of the proposed repeal of the Affordable Care Act and plan		Dr. Megan Boyd Dr. Kevin Freeman	12-31-2017 07-01-2017

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	accordingly for any anticipated impacts (positive and/or negative).			
The use of technology to support efficient operations	Implement a technology reserve of 0.25%	X	Mark Peterson	07-01-2017
	Implement automated work flows in Catalyst		Dr. Kevin Freeman	05-01-2017
The use of technology to support effective service delivery	Expand the use of telemedicine services and access to allow for use by all evidence based clinicians in remote office locations.	X	Dr. Megan Boyd	06-01-2017
	Develop a clinician laptop upgrade plan and schedule.		John Wilson	07-01-2017
	Design and implement note designer in Catalyst for MST staff.		Dr. Kevin Freeman and Shawn Stone	05-01-2017
The use of technology to support performance improvement	Evaluate using technology to email satisfaction survey to clients served monthly and assess financial requirements for auto-dialing call system for appointment reminders.		John Wilson	10-01-2017
Information from the analysis of performance	Successfully meet all DBHDD performance indicators annually and submit required Performance Monitoring Reports	X	John Wilson and Dr. Megan Boyd	07-01-2017