



# Strategic Systems of Care Planning

Equity-focused Service Delivery  
Strategic Plan



CENTRAL HEALTH

*February 23, 2022*



# Central Health's FY2019 – FY2024 Strategic Plan Objectives



Develop and execute health care delivery strategy based on people and place

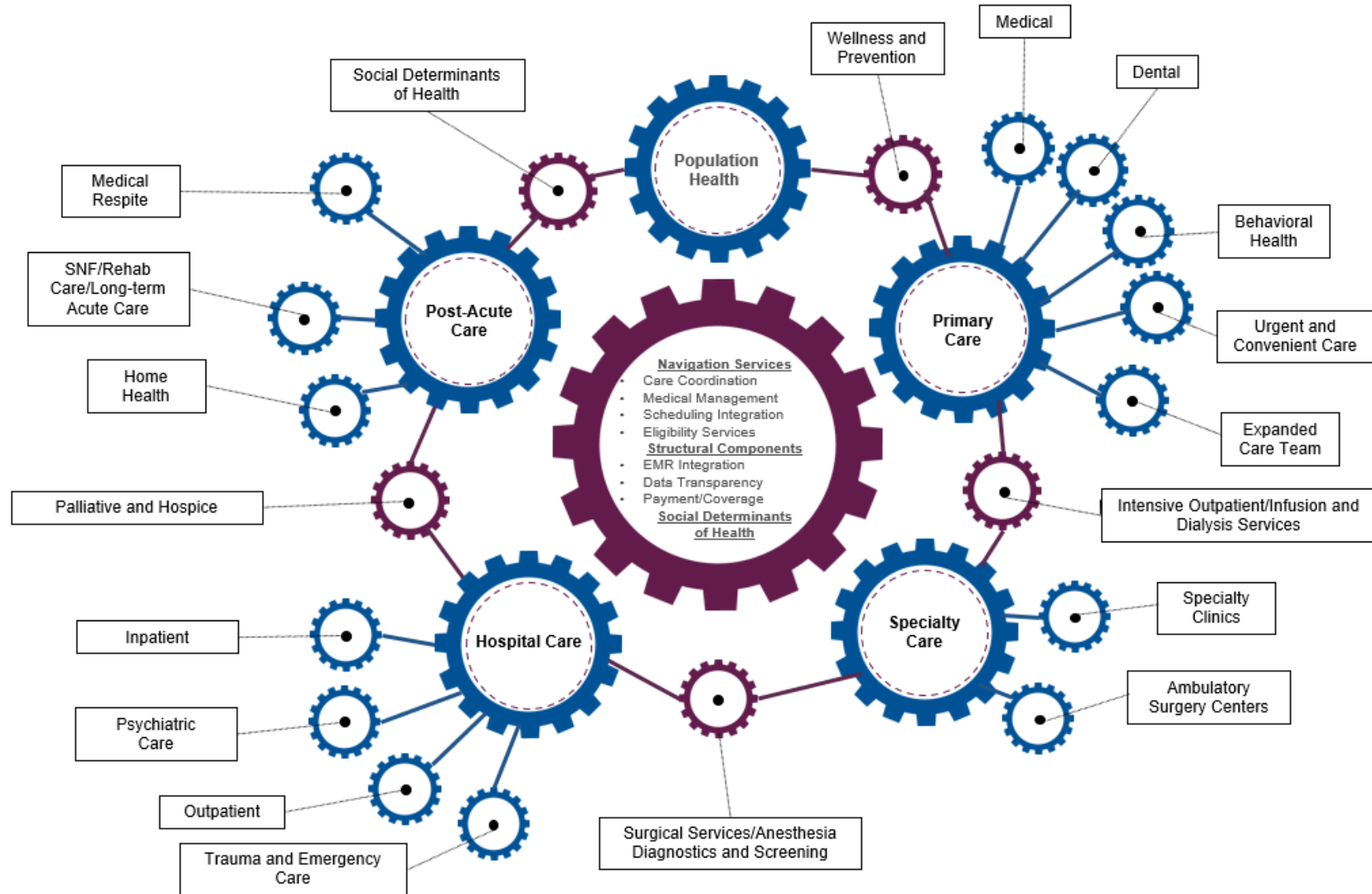


Implement patient-focused and coordinated health care system



Implement sustainable financial model for health care delivery strategies through FY2024

# Identifying and addressing current gaps in our safety-net system will position Central Health to meet future needs



# Recap: Engagement Objectives

## ***1. Voice of the Community:***

Through the **community engagement strategy**, understand the perspectives of patients, providers, and community members and ensure that hard to reach populations are included in our assessment of health care needs in the service area

## ***2. Community Health Needs Assessment:***

Through development of the **Community Health Needs Assessment Report**, understand the current state of the safety-net health care system in Travis County, gaps, and future needs

## ***3. Equity-focused Service Delivery Strategic Plan***

Develop an Equity-focused **Service Delivery Strategic Plan** to build a comprehensive, high functioning health care system to improve the health of Central Health's patients

# Central Health can advance towards its enterprise goals through the execution of system based strategic imperatives



**Central Health's Proposed Equity-Focused Service Delivery Strategic Planning Goal**  
To develop an equitable system of care that is comprehensive and accountable, while optimizing the collective use of capabilities and resources to serve the safety-net population.

## Our Strategic Imperatives

- 1 Access and Capacity**  
Central Health will more equitably meet the health care needs of the safety-net community, by increasing the number of providers and care teams and the availability of comprehensive, high-quality and timely care.

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- 2 Care Coordination**  
Central Health will coordinate care for Travis County's safety-net population by optimizing transitions of care by facilitating communication within patients care teams across the care continuum and enabling meaningful information sharing.

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- 3 Member Enrollment and Engagement**  
Central Health will focus on enrollment in identified high-need planning and assessment regions and enhance engagement for the enrolled population, with special emphasis on care transitions, people experiencing homelessness, justice involved individuals, and communities where English and Spanish are not the primary language.

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- 4 System of Care Infrastructure**  
Central Health will develop a high functioning system of care to improve health for Travis County's safety-net population via alignment of relationships including joint service-delivery planning and facilitation of timely sharing of health care data.

# The Service Delivery Strategic Plan will influence and drive operational and financial sustainability planning efforts

