

PURPOSE

To make quality health care accessible to all

CORE VALUES

From our history to date and from the commitments that we all share now about the future, we have defined the values that should guide all of our activities and staff in the years to come. These are our core values:

- **Respect:** Fairness, consideration, and thoughtfulness to all. ('05)
- **Teamwork:** Commitment to purpose and to helping one another ('01)
- **Integrity:** All our actions are intended to fulfill our purpose and enhance our reputation ('05)
- **Excellence:** To meet or exceed standards of care and strive to be our best ('01)

OUR VISION

By 2015 to be the Nation's model for community health center outcomes
('05)

- We will seek seamless, affordable access to a holistic range of services
 - Our expanded facilities and programs will create an environment that promotes client and staff well-being
 - We will extend services to underserved areas of the Interior
- Our services will be culturally and linguistically competent and friendly
 - We will partner with community-based programs that promote health and prevent disease
- We will continuously improve our practices to achieve superior outcomes

Interior Community Health Clinics 2009-2010 Strategic Plan

ID	Task Name	Start	Finish	Timeline											
				2009				2010				2011			
				4th Qua	1st Qua	2nd Qu	3rd Qua	4th Qua	1st Qua	2nd Qu	3rd Qua	4th Qua	1st Qua	2nd Qu	3rd Qua
1	Human Capital Initiative	Thu 1/1/09	Fri 10/29/10	[Gantt bar spanning from 1/1/09 to 10/29/10]											
2	Employee Orientation	Thu 1/1/09	Tue 6/30/09	[Gantt bar spanning from 1/1/09 to 6/30/09]											
3	Formalize orientation process by department and position type	Thu 1/1/09	Tue 6/30/09	[Task bar from 1/1/09 to 6/30/09]											
4	Develop orientation materials	Thu 1/1/09	Tue 6/30/09	[Task bar from 1/1/09 to 6/30/09]											
5	Develop /implement plan for cross-training employees	Wed 7/1/09	Wed 9/30/09	[Task bar from 7/1/09 to 9/30/09]											
6	2009 Conduct Annual Employee Satisfaction Survey	Thu 10/1/09	Fri 10/30/09	[Task bar from 10/1/09 to 10/30/09]											
7	2010 Conduct Annual Employee Satisfaction Survey	Fri 10/1/10	Fri 10/29/10	[Task bar from 10/1/10 to 10/29/10]											
8	Develop/implement process for providing staff with regular and consistent feedback	Wed 7/1/09	Thu 12/31/09	[Task bar from 7/1/09 to 12/31/09]											
9	Review employee evaluation process	Wed 7/1/09	Thu 12/31/09	[Task bar from 7/1/09 to 12/31/09]											
10	Policy and Procedures Update	Thu 1/1/09	Fri 12/31/10	[Gantt bar spanning from 1/1/09 to 12/31/10]											
11	Review and Update Current Policies and Procedures	Thu 1/1/09	Thu 12/31/09	[Gantt bar spanning from 1/1/09 to 12/31/09]											
12	Review and update Administrative P&Ps	Thu 1/1/09	Tue 3/31/09	[Task bar from 1/1/09 to 3/31/09]											
13	Review and update Finance P&Ps	Wed 4/1/09	Tue 6/30/09	[Task bar from 4/1/09 to 6/30/09]											
14	Review and update Clinical P&Ps	Wed 7/1/09	Wed 9/30/09	[Task bar from 7/1/09 to 9/30/09]											
15	Review and update Governance P&Ps	Thu 10/1/09	Thu 12/31/09	[Task bar from 10/1/09 to 12/31/09]											
16	Conduct annual review of policies and procedures	Mon 11/2/09	Fri 12/31/10	[Gantt bar spanning from 11/2/09 to 12/31/10]											
17	2009 Administrative staff review	Mon 11/2/09	Mon 11/30/09	[Task bar from 11/2/09 to 11/30/09]											
18	2009 Revised policéis and procedures approved by BOD	Tue 12/1/09	Fri 1/15/10	[Task bar from 12/1/09 to 1/15/10]											
19	2010 Administrative staff review	Mon 11/1/10	Tue 11/30/10	[Task bar from 11/1/10 to 11/30/10]											
20	2010 Revised policéis and procedures approved by BOD	Wed 12/1/10	Fri 12/31/10	[Task bar from 12/1/10 to 12/31/10]											
21	Electronic Health Records	Thu 1/1/09	Fri 12/31/10	[Gantt bar spanning from 1/1/09 to 12/31/10]											
22	Complete EHR staff training	Thu 1/1/09	Tue 6/30/09	[Task bar from 1/1/09 to 6/30/09]											
23	Increase employee acceptance and use of EHR	Thu 1/1/09	Thu 12/31/09	[Task bar from 1/1/09 to 12/31/09]											
24	Add additional components to EHR	Wed 7/1/09	Fri 12/31/10	[Task bar from 7/1/09 to 12/31/10]											
25	Denali Borough Clinic	Wed 7/1/09	Fri 12/31/10	[Gantt bar spanning from 7/1/09 to 12/31/10]											
26	Obtain highway access	Wed 7/1/09	Wed 9/30/09	[Task bar from 7/1/09 to 9/30/09]											
27	Research potential funding sources, including federal stimulus \$	Wed 7/1/09	Thu 12/31/09	[Task bar from 7/1/09 to 12/31/09]											
28	Complete business plan to determine clinic sustainability	Fri 1/1/10	Wed 3/31/10	[Task bar from 1/1/10 to 3/31/10]											
29	BOD determine whether ot move forward with construction of new clinic	Thu 4/1/10	Wed 6/30/10	[Task bar from 4/1/10 to 6/30/10]											
30	Funding in place for expanded Healy facility	Thu 4/1/10	Wed 6/30/10	[Task bar from 4/1/10 to 6/30/10]											
31	A&E design for Healy expansion	Thu 7/1/10	Fri 12/31/10	[Task bar from 7/1/10 to 12/31/10]											
32	Integrated Primary and Behavioral Healthcare	Thu 1/1/09	Fri 12/31/10	[Gantt bar spanning from 1/1/09 to 12/31/10]											
33	Identify behavioral health services needed by ICHC patients	Wed 4/1/09	Wed 9/30/09	[Task bar from 4/1/09 to 9/30/09]											
34	Collaborate with other behavioral health providers	Thu 1/1/09	Fri 12/31/10	[Task bar from 1/1/09 to 12/31/10]											