

# 2018 Written Strategic Plan & Analysis of Performance

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## Purpose

To develop a PI Improvement Plan to meet or exceed expectations outlined below.

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## Performance Improvement Plan

MHF aspires to continuously improve their Functioning Health, Safety and Environmental performance. Being able to demonstrate this commitment and effectively monitor progress requires a structured Improvement Plan. Like other business plans, the Improvement Plan can bring many benefits:

- Reduced Injuries
- Reduced financial burden
- Improved function of business

This business plan must be supported and regularly reviewed by business management who need to ensure resources are made available and target dates met. The PI Improvement Plan must match the concerns of the business. The PI Improvement Plan needs to be S.M.A.R.T. Specific, Measurable, Accountable, Realistic, Timely

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## Recommended Category Framework

Improvement categories can be framed to the 8 elements of Shell's HSE Management System as a way to sort your goals and action items. It is not expected that you would have a goal for each of these HSE MS Elements. The 8 elements of Shell's HSE MS System are:

1. Leadership And Commitment - Commitment to PI through Leadership
  2. Policy & Strategic Objectives - PI Policy documents and availability
  3. Rights of Persons served and quality of services
  4. Risk Management – Risks are identified & controls in place
  5. Planning & Procedures – PI-related procedures & Emergency Response Plans with document control
  6. Implementation & Performance Monitoring - Performance monitoring, incident reporting & learnings cascaded and improvement requirements documented
  7. Health & Safety– Process in place to conduct audits
  8. Management Review – Continuous PI performance and MS review process
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## Improvement Themes for Consideration

MHF faces many challenges after Hurricane Irma which enable us to proactively develop actions to improve. MHF administered surveys to patients, employees, and stake holders in the community post Irma and we received 100% compliance with these surveys. Based on these

surveys, MHF developed a PI plan to direct our activities post- Irma. Below are some key focus areas for MHF this year:

- Establishing a more comprehensive natural disaster policy and procedure – Allows for continuation of services, back up plans, and better employee response.
- Improve the building to be more safe and “ hurricane resistant” - We identified specific parts of the building that need repair, expansion, and replacement.
- Property Insurance Issues - review of all policies and a comprehensive annual review to address concerns from Irma including business interruption, umbrella policies, and more comprehensive property insurance.
- Employee training – Fit for purpose training and testing
- Repeat incidents - Focus on historical accident trends and learnings
- Behavioral Based Safety – Observation programs in place, trended, actioned
- Asset Integrity & Process Safety - Ensuring Preventive Maintenance programs are in place
- Office Safety – Ensure an office workplace free of harm

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## Establishing Goals & MHF Philosophy

Specific - A specific goal has a much greater chance of being accomplished than a general goal. To set a specific goal you must answer the six "W" questions:

Who: Who is involved?

What: What do I want to accomplish?

Where: Identify a location.

When: Establish a time frame.

Which: Identify requirements and constraints.

Why: Specific reasons, purpose or benefits of accomplishing the goal.

EXAMPLE: A general goal would be, "Get in shape." But a specific goal would say, "I will join a health club and work out 3 days a week to get in shape and lower my cholesterol."

Measurable - Establish concrete criteria for measuring progress toward the attainment of each goal you set.

When you measure your progress, you stay on track, reach your target dates, and experience the exhilaration of achievement that spurs you on to continued effort required to reach your goal.

To determine if your goal is measurable, ask questions such as ..... How much? How many? How will I know when it is accomplished?

Accountable – In order to achieve goals, clear responsibilities must be assigned to individuals who have the capacity, competence and resources to take action.

Realistic - To be realistic, a goal must represent an objective toward which you are both willing and able to work. A goal can be both high and realistic; you are the only one who can decide just how high your goal should be. But be sure that every goal represents substantial progress. A high goal is frequently easier to reach than a low one because a low goal exerts low motivational force. Some of the hardest jobs you ever accomplished actually seem easy simply because they were a labor of love. When you identify goals that are most important to you, you begin to figure out ways you can make them come true. You develop the attitudes, abilities, skills, and financial capacity to reach them. You begin seeing previously overlooked opportunities to bring yourself closer to the achievement of your goals.

Timely - A goal should be grounded within a time frame. With no time frame tied to it there's no sense of urgency. If you want to lose 10 lbs, when do you want to lose it by? "Someday" won't work. But if you anchor it within a timeframe, "by May 1st", then you've set your unconscious mind into motion to begin working on the goal.

<b>Date Identified</b>	<b>Category</b>	<b>Improvement Opportunity</b>	<b>Plan Forward</b>	<b>Responsible Party</b>	<b>Target Date</b>	<b>Status</b>
9/15/18	Health & Safety	Replace Flooring with water proof vinyl.	Identify Vinyl flooring that has a warrantee	Chris Lombard	1/4/19	Completed
9/15/18	Health & Safety	Redo parking lot	Obtain Survey & Quote on Pavers	Chris Lombard	7/15/19	Completed
10/15/18	Planning & procedures	Hurricane Impact Glass	Obtain Permit & Quote	Chris Lombard	7/15/19	Completed
10/15/18	Health & Safty	Generator	Obtain Permit & Quote	Chris Lombard	7/15/19	Completed
10/15/18	Planning & Procedures	Establish secondary site in case of natural disaster	Identify possible temporary office space and get quotes	Valerie Stec	6/1/19	Completed
10/15/18	Planning & Procedures	Improve Natural Disaster Plan	Develop a more comprehensive Plan	Valerie Stec	6/1/19	Completed
10/15/18	Risk Mgt	Review/ Improve Insurance Policies	Change Insurer, Use a local agent ( face to face), and have attorney review all policies	Valerie Stec	1/1/2019	Completed
10/15/18	Rights of persons served	Improve Patient access to services in case of Natural disaster	Natural Disaster Plan	Valerie Stec	6/1/19	Completed

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11/4/18	Planning & Procedures	Implement a BCP	Develop a BCP	Valerie Stec	11/4/19	Completed 11/4/18
1/4/19	Health & Safety	Address stair case-safer, more accessible	Obtain Plans/ permit	Chris Lombard	1/4/19	Pending
1/4/19	Health & Safety	Create larger handicap accessible bathrooms	Develop a plan with contractor and implement	Chris Lombard	4/1/19	Completed 2/25/18
1/4/19	Rights of Persons Served/ Technology	Develop a procedure to maintain electronic records for patient charts	Use EMR and scan in intake paperwork	Valerie Stec	1/5/19	Completed Jan. 1 2019.
1/4/19	Technology	Develop a procedure to maintain all employee charts are electronic	Use EMR and scan in documents	Valerie Stec	1/5/19	Completed Jan. 1 2019
1/4/19	Planning & procedures, Financial Planning & MGT, risk MGT	Implement CARF standards	Complete CARF Work book. Submit Application to CARF.	Valerie Stec	3/1/19- 6 months prior audit	Completed on 3/1/19
1/4/19	Planning & procedures, Financial Planning & MGT, risk MGT	Identify an Electronic Performance measurement & MGT program	Sign contract with consulting company to measure CARF outcomes	Valerie Stec	1/5/19	Complete on 11/1/18

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1/4/18	Workforce Development & MGT	Hire and develop a registered intern program	Use web site for registered intern program. Use zip recruiter for new employees	Valerie Stec	11/1/2018	Completed 5/4/18
1/4/18	Technology & Rights of Persons Served	New Website	Develop a new website to include better patient information, a site for registered interns and include our intake packet and client handbook	Valerie Stec	11/1/2018	Completed 5/4/18
1/4/18	Rights of Persons Served/ Technology	New Client Handbook	Redo Client handbook and make it accessible on web site	Valerie Stec	11/1/2018	Completed 6/1/2018
1/4/18	Planning & procedures, Financial Planning & MGT, risk MGT	Establish CARF meetings	Establish monthly CARF preparedness meetings	Valerie Stec	6/1/18	Ongoing, established by 6/1/18